



PROGRESS WITH **PURPOSE**

ESG REPORT 2021-22



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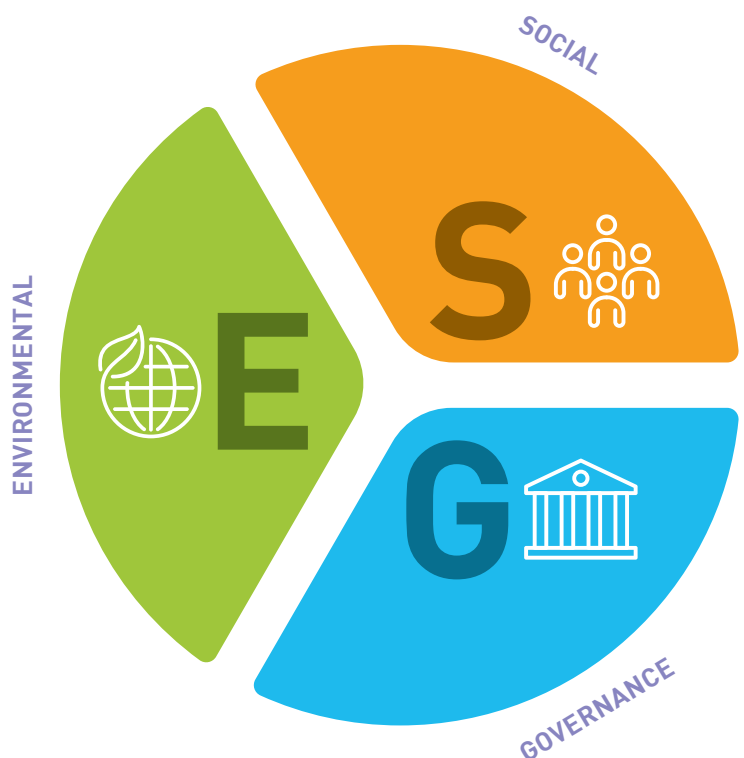
We strive for excellence and enhanced accountability across our global operations by placing ESG at the centre of our business. This report communicates our progress on ESG initiatives to our stakeholders, including our Customers, Investors, Business Partners, Suppliers, Employees and the Community.

Scope and boundaries of this report

Quess ESG Report encompasses the activities and quantitative company data reflecting our fiscal year 2022 (FY22), from April 1, 2021–March 31, 2022, for Quess and its subsidiaries in India.

Determining report content

- » This report covers the material Environment, Social and Governance aspects of our business. Our ESG philosophy blends a top-down strategic approach with an organisation-wide bottom-up data capture exercise. The sub-themes have been mapped with corresponding Key Performance Indicators (KPI) to enable and design ESG initiatives which are impactful and lend objectivity to ESG at Quess.
- » Throughout the report, you will find UN SDG goals that we align with, in addition to The National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business, released by the Ministry of Corporate Affairs. Quess ESG initiatives contribute to 8 out of the 17 UN SDG goals. The 8 UN goals are covered across our ESG Framework under 4 broad themes.



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Corporate Profile

About Company

Quess is India's leading business services provider - that leverages its 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 services across processes such as customer life cycle management, sales & marketing, customer care, after sales service, back office operations, manufacturing operations, facilities and security management, HR & F&A operations, Information Technology, etc.

Our passion for delivering exceptional services, augmented by proprietary digital platforms, has strongly established us as one of the largest private sector employers in India with the most diversified business services offerings in the country in a short span of 14 years.

The core value driving our business is to constantly make our workforce more productive by bringing them into the formal economy. Through this, we accelerate the transition of informal jobs to formal platforms, thereby ensuring predictable incomes, social security, healthcare, and other benefits to thousands of workers across India.

Established in 2007 and headquartered in Bengaluru, Quess today has an unmatched geographic presence and scale, with more than 96 locations across India, South East Asia, North America and Middle East. Backed by our domain specialization, we are now transforming into a digital first services company by conceptualizing and investing into Digital Platforms, to provide greater value for our clients.

Vision

To be a global company that provides world-class customer experience while continuously working towards creating better lives.

Purpose

To build a leading institution that drives productivity for clients by outsourcing and optimising their key business processes, and to be the preferred firm for employees, customers and investors alike.

Our focus is on **Winning Together** with our Customers, People and Investors

Achieving and sustaining

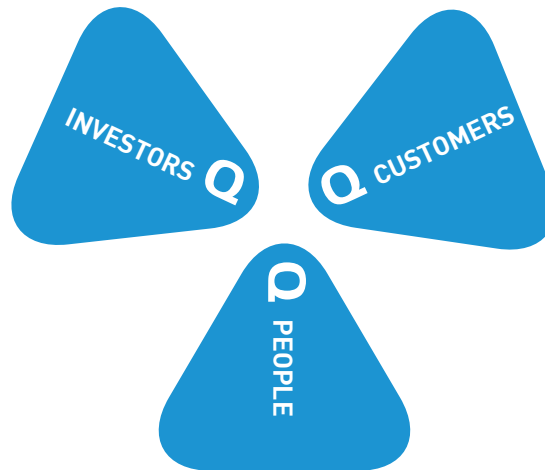
20% RoE

Continue

**Delivering 20%
CAGR on OCF**

Aspirational EBITDA of

6% by 2025



**Build Scale -
single operating
platforms**

for all organic business, brings in agility and speed in the way we work

**Measure digital
revenues
separately**

Annual CSAT

across all business

Becoming India's

**Top 50 Great
Place To Work**

Women to constitute

**50% of core
workforce**

Benefits coverage for
Associates to cover

**>70% of
Associates**



Quess Corp at a glance

At Quess, we believe that every service and product should be optimally designed to deliver maximum value to our clients. We combine our domain expertise and pool of skilled resources with a digital-first approach to deliver unparalleled business solutions. From staffing to end-to-end integrated Facility Management Services to ManTech security services, Omni-channel Customer Life Cycle Management to digital IT Services; **we are India's largest business services platform, driving productivity for our clients across processes.**

Our operations are spread across synergistic platforms



Workforce Management

General staffing

across Retail, BFSI, Telecom, Industrial, etc., mostly grey collared talent

Professional staffing

services in India & APAC

On-demand Gig workforce solution



Global Technology Solutions

CLM solutions

(Voice and Non-voice) delivered from India and the Philippines

Non-Voice BPO:

Collections and F&A outsourcing

Platform business:

Insurtech Platform in North America

Payroll services

IT services

in North America & India



Operating Asset Management

Facilities management solutions

Commercial
Healthcare and Education
Public Utility Space
Residential

Manned & electronic security

O&M services for

Industrial Plants
Power Plants
Telecom Network



Product-led Platforms



Job Portal



Blue collar hiring



Workforce management platform



Employee benefits platform



Installation and after sales services

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

Our global footprint



- Bangladesh
- Canada
- India
- Malaysia
- Philippines
- Singapore
- Srilanka
- UAE
- USA
- Vietnam



Guruprasad Srinivasan
Executive Director & Group CEO

Message from the CEO

Dear Fellow Stakeholder,

A year ago, we were optimistic of the momentous decade ahead. And yet, FY22 surprised and tested us in unprecedented ways. I reflect on the year—one defined by a continuing global pandemic, rising inequality, and a warming climate—with a mix of humility and optimism. Above all, the year demonstrated the critical importance of adapting to our ever-changing world. I was profoundly inspired by the enduring strength and resilience of our global community, and that of Quess customers, employees, and partners worldwide.

To further our efforts, we have moved strongly on our ESG philosophy defined last year, and strengthened the pillars. These priorities will serve to focus our commitment to ESG we have across our team, but also help to shape how we'll enable collective progress across society. What you'll find throughout our 2022 ESG Report are examples of our people working together to drive change and maximise our impact.

Creating access to opportunities

Our future growth potential will be defined by how well we nurture and grow our human capital and create access to opportunities for everyone to achieve their ambitions. That starts within our team and extends into the communities where we live and work.

Fulfilling our climate duty

We are refining our operations to reduce our operational impacts and mitigate climate-related risks, through activities such as energy conservation, vendor and waste management.

Building trust

Our team is focused on doing what is right for our clients, and making it easier for them to do business with us. To earn the trust of our clients and stakeholders, we must operate at the highest level of ethical standards. We have established our business on a strong foundation of key principles and values that guide our behaviour.

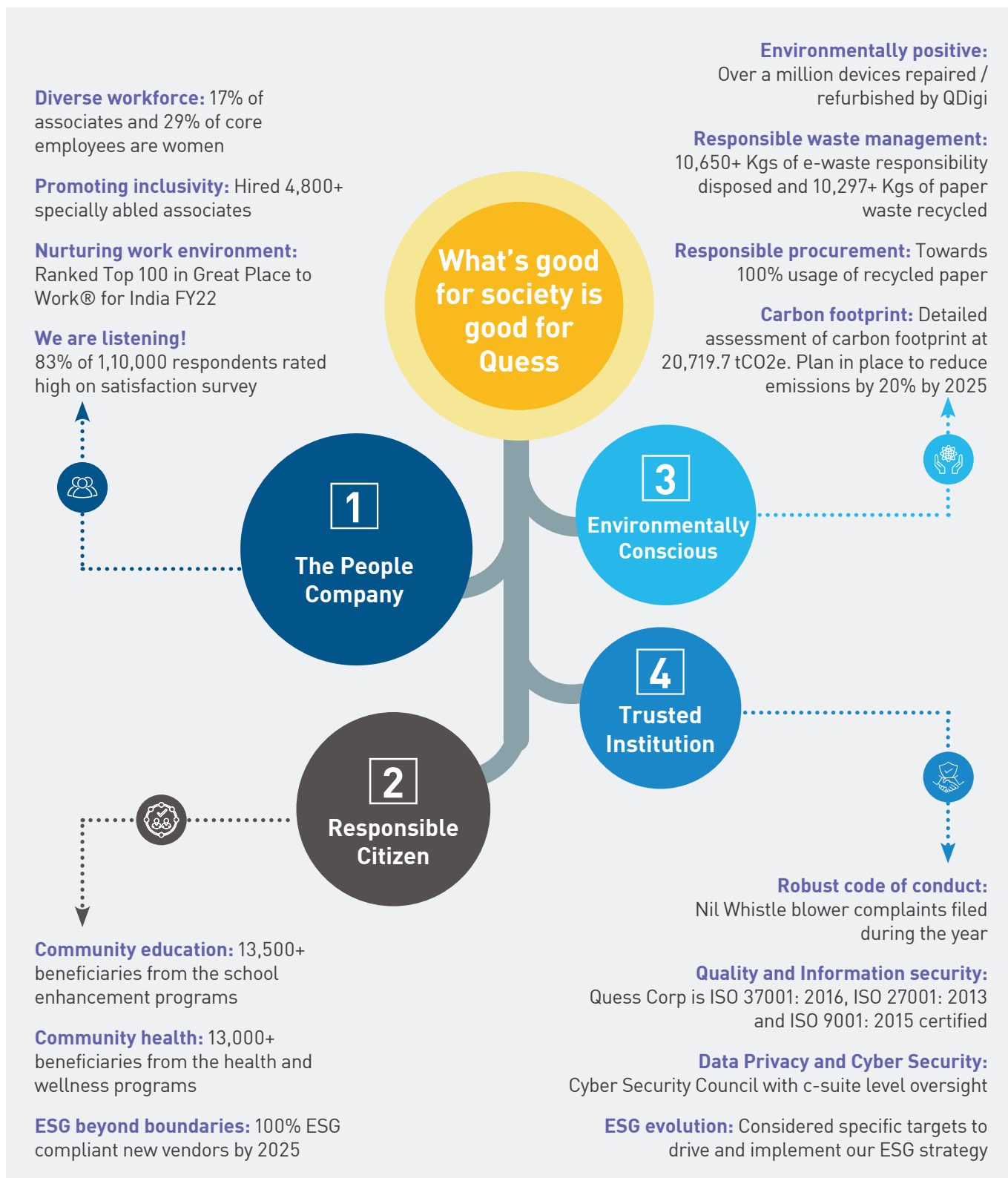
Our ESG journey is exemplified by our belief of **Progress with Purpose**. This year, we have made significant progress on ESG by translating our goals to ambitious targets across our material themes. We intend to pursue our ESG goals with the same zeal and enthusiasm as our business goals and in the process, build a strong and resilient organization.

Guruprasad Srinivasan
Executive Director & Group CEO

ESG Philosophy

Sustainability is integral to our corporate strategy and reflects our commitment to impacting people through our business. We have combined our ESG priorities under four pillars.

These pillars align with our purpose and provide a rationalized approach to manage our sustainability commitments and contribution towards Sustainable Development Goals (SDGs). We have set goals and targets for under each pillar and we track our progress using measurable and meaningful metrics on a regular basis. We look forward to integrate ESG across various functions as Qess ventures towards its goal of 1 million associates by 2030.





The People Company

As our principal ESG focus area, we are committed to be a people centric company. With achievements of having 140 K employees (33%) in FY22 from outside Tier 1 and Tier 2 cities in India, to major successes of having enabled over 90K employees hired in FY22 enjoy first time social security benefits.



Diverse workforce:

17%
of associates and
29%
of core employees are women



Promoting inclusivity:

Hired **4,800+**
specially abled associates



Nurturing work environment:

Ranked Top 100
Best companies to work for in India



We are listening!

83%
of 110,000 respondents rated high on
satisfaction survey

Responsible Citizen

Our responsibility extends beyond our organisational boundaries to our customer, vendors and the communities that we operate in, and we are committed to build strong relationship with the communities around us through our services and initiatives. Our CSR initiatives spread across 5 programs in multiple states are structured across student enrichment, school enrichment, teacher mentoring and health and wellbeing.



Community education:

13,500+
beneficiaries from the school
enhancement programs



Community health:

13,000+ beneficiaries from the
health and wellness programs



ESG beyond boundaries:

100%
New vendor ESG compliance by 2025





Environmentally Conscious

The need to address climate change is a major global concern that requires the focus and action of businesses. Even though Qness is a low carbon intensity business, we are mindful of our carbon footprint and we plan to consistently reduce our carbon emission intensity. We have made an organizational priority and have implemented measures to reduce our carbon footprint by making our operating facilities greener. We've increased focus on recycling and responsible waste management, including 10,650+ kgs of e-waste disposed of responsibly and 10,297+ kgs of paper waste shredded and recycled in FY22.



Environmentally positive:

Over a million devices repaired / serviced by QDigi



Responsible waste management:

10,650+ kgs e-waste responsibly disposed and
10,297+ kgs paper waste recycled



Responsible procurement:

Towards **100%** usage of recycled paper



Carbon footprint: Detailed assessment of carbon footprint at 20,719.7 tCO₂e.

Plan to reduce emissions intensity by **20%** by 2025

Trusted Institution

Our ESG governance structure has strong cross functional representation, with oversight by the CSR Committee of the Board of Directors. With industry-leading business processes, and a robust culture on Code of Conduct, Anti-Bribery & Corruption, Whistleblowing, Human Rights, Health and Safety, Customer Service, Equal Employability, we pride in upholding these practices.



Robust code of conduct:

Nil Whistle blower complaints filed during the year



Quality and Information security:

Qness Corp is

ISO 37001: 2016,
ISO 27001: 2013 and
ISO 9001: 2015 certified



Data Privacy and Cyber Security:

Cyber Security Council with c-suite level oversight



ESG evolution: Considered specific ESG targets to drive and implement our ESG strategy



ENVIRONMENT

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Climate Change Risk Mitigation

We recognize the impact climate change can have on our business activities and vice versa. With this awareness, we have developed concrete steps to identify specific risks.



Emissions

As we are stepping up our commitment to improve the quality of life and the environment, our industry has the potential to show that an asset light company can carve the way to help lower GHG emissions.

We have concluded a comprehensive organisation-wide exercise to baseline our Scope 1, Scope 2 and Scope 3 emissions to further set reduction targets. Emission assessment was done for Indian operations of Qess and its subsidiaries. Total 78 facilities were covered as part of the emission calculations.

Methodology

The computation has been done in accordance with the GHG protocol, IPCC guidelines and the India GHG Inventory Programme. Baseline data collected for FY22 included electricity and diesel consumption, refrigerant gases refilled, employee commute and business travel.

	Source	Emissions 2021-22 (tCO ₂ e)
Scope 1	Refrigerants for air conditioners	1,111.0
Scope 2	Electricity we purchase and consume	13,571.2
Scope 3	Employee commute and business travel	6,037.5
Total		20,719.7



Environmental Initiatives

Despite being an outsourced services business with a low environmental footprint, we are investing to identify opportunities to constantly reduce our environmental impact. We have taken several organisation-wide initiatives throughout the year to help reduce our emissions.

Initiatives

[Energy Audit](#)

We have recently concluded an independent energy audit of six of our largest facilities that make up for almost 50% of our energy consumption to identify opportunities for savings. The audits findings helped us to identify key focus areas and implement a plan that would help us to reduce our emission intensity by 20%, in the next three years. The key focus areas include 1) HVAC system, 2) UPS system and 3) Lighting system of our buildings.

[EVs for Business Travel](#)

We recognize that business travel is a significant contributor to Scope 3 emissions. We have formalised a

tie-up for Qess employees to use EVs on business travel, and we plan to transition to →90% of EV based business travel by 2025. To build on this initiative, we started EV based business travel in Jan 2022 and by March, had already covered 2,000+ kms of travel using EVs leading to 2.60 tCO₂e savings.



Waste Management

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

Quess was awarded the **Planet Heroes Certificate by Loopify** for our decision to buy zero-plastic gift hampers in April 2022 which has saved **800 kilograms of plastic and 267 kilograms of carbon emissions** from warming our planet.



Paper Waste Management

Through our various digital & app-based recruitment platforms we have significantly reduced our paper consumption. We have completely digitised our onboarding process for associates, leading to massive savings in paper usage. To further lower our footprint from other business processes, we have partnered with expert service providers to recycle more than 10 tonnes of waste paper.



Paper waste

10,297+ kgs

of paper waste shredded and recycled in FY22

E-Waste Management

While we mindfully lower the environmental footprint of our core business, we are scaling up environmentally positive businesses such as QDigi to contribute to our planet's wellness.

India processed more than 3.4 lakh tonnes of electronic waste in 2021. QDigi has emerged as a market leader in B2B led installation and break-fix services. A record of ~1 million devices (such as mobiles, televisions, air conditioners, washing machines, etc.) were repaired by QDigi in FY22. The business has expanded its service reach to more than 17,000 pin codes across India. We are conscious of our e-waste generation and have responsibly disposed of more than 10 tonnes of e-waste through authorised agencies.



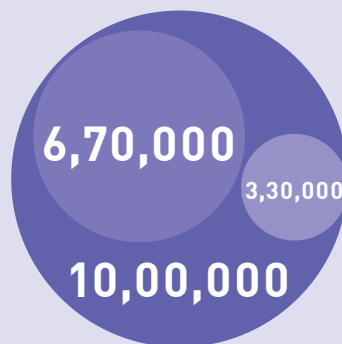
E-waste

10,650+ kgs

of e-waste disposed responsibly in FY22



Electronic devices repaired / serviced



- Total devices under Qdigi
- Mobile Devices Repaired
- CE / CD Products Repaired





Green Spaces

We put our efforts in maintaining and retaining green spaces through our landscaping business. Clubbed with horticulture knowledge, our landscaping business has helped build aesthetic spaces that boost employee productivity and preserve the natural environment of our customer's operations. Quess maintained 6 million sq. ft. of green spaces across India in FY22.

Energy Efficiency

The Company has undertaken energy efficiency initiatives across offices, a few of which are illustrated below:

- » Proactive replacement of all CFL lights with LEDs across 11 facilities to reduce our energy consumption.
- » With our energy efficient devices and utilities (4 Star and above) at <5% we aim to achieve 70% by 2025, by developing guidelines to procure devices that meet energy efficiency criteria of 4-star or above.



Impact of emission reduction initiatives

Initiative	Initiative type	Estimated annual CO2e savings (metric tons CO2e)
"Switch ON & OFF" Policy across all offices	Resource efficiency	10.86
Shredding and recycling of 10,297+ kg paper waste	Product / component / material recycling	29.60
Digitisation of our onboarding processes of over 1.44 lakh employees	Waste reduction	21.00
EV based business travel for one quarter	Business travel policy	2.60
Authorised dismantling and recycling of 10,650 kg of e-waste	Product / component / material recycling	16.00
Managing energy usage by temperature controls for air conditioners	Resource Efficiency	13.57



Looking Ahead on our Climate Journey

Even though Qness is a low carbon intensive business, we are mindful of our limited carbon footprint and we plan to consistently reduce carbon intensity. We have performed detailed emissions assessment of our India business for FY 2021 and FY 2022, and strive to enhance our assessment process every year. Our initiatives during the reporting period have helped us significantly contribute towards emission reduction.

We aim to further reduce our emission intensity by 20% from FY 2023 to FY 2025, over the baseline defined this year. We also plan to incorporate specific incentives in the next two years for management personnel with key responsibilities to align with our emission reduction targets. KRAs on climate related aspects for employees of relevant departments in the next two years would also be introduced.

Going one step ahead, the senior leadership at Qness is actively considering to sign Science Based Targets Initiative (SBTi) commitment letter to align ourselves with 1.5°C world. Accordingly, we expect to develop a transition plan in two years.

We are aware that emission reduction initiatives would require strategic planning, investment and incentivization. We plan to explore the following initiatives that will also be budgeted for:

- » Leasing office spaces in certified green buildings
- » Negotiations with property owners to install at least four star rated air conditioners in the offices
- » Investment in energy efficient capital goods

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Our Employees



Creating Opportunities

Being a manpower intensive business, mobilising talent is one of our core competencies. Our headcount has grown exponentially from slightly under 100,000 in FY15 to **~4,37,000 by FY22**. These employees serve over 3,000 clients in 10 countries. As the Indian economy continues to formalise, we expect massive workforce transfer from informal to formal segment across India, over the coming decade. In FY22, we had over 93,400 employees, who enjoyed first time social security benefits. Aiming at better opportunities, we have over ~144,000 employees working for Qess in FY22 from outside Tier 1 and Tier 2 cities, as on March'22. We hosted over 213,000+ jobs openings for freshers (candidates with 0-1 yrs. experience) in Monster.



Before Quess, I was working with a bath accessories company for a year or so that did not pay us on time and asked us to quit without any notice. I joined Quess after that. The first thing that gave me peace of mind was the security of this job which automatically translates to my family's security. My previous job did not have this security, which always gave me anxiety. With the job security that Quess provides, I can now focus on the actual work without worrying that I might be asked to quit at any moment. It has improved my life significantly. I can give quality time to both my family and work. I was able to clear my debts and plan better for my family's future. The overall experience has been really good. The main reason for the continued association is discipline. If I have to plan anything, return a debt, or plan expenses, the process is smooth. I can plan it well since I am sure that our salaries will be credited at the end of the month, without fail. It has made life relatively peaceful since I don't have the stress of uncertainty. The incentive is also beneficial since it motivates us to give our best. What I like about this job is that everything is on time.

Sunil Sehgal

Associate – Quess Staffing Solutions



I started my career as a security guard at Terrier in 1999. The career path and associated training provided by Quess have transformed my skills. Today I am an Executive Assistant to the CEO, and it's a dream come true for me. Credits to Quess and its career progression opportunities, making the company a great place to work.

Vidya Roopa R

Terrier – Executive Assistant



I feel Quess is a great place to work because the organisation challenges me to accept bigger opportunities. It's not just the challenge but also the spirit of teamwork and a forward-thinking environment that encourages me at work. I take pride in being associated with Quess over the last 15+ years as the organization continuously strives for excellence and is committed to making it a better place to work.

Augustin N Joseph

IFMS - General Manager – Operations

Diversity and Inclusion

For us at Qess, Diversity & Inclusion is a mindset and not just a policy. This view is strongly upheld by our Leadership team and is further driven into the rest of the organisation, whether it is our different businesses or the different industries we cater to. However, given the burden of habit, unconscious bias, social conditioning etc., diversity is not a given; therefore, it is important to consciously create ecosystems that help achieve an inclusive mindset. And this requires everyone's commitment; not just that of a select few. It is important that all individuals walk the talk and lead by example.

We respect what each individual brings to our team. We believe that we can only provide the best service to our clients by living our purpose – the pursuit of a world that works better for people. By bringing together diverse perspectives and innovation, we can bring value to the sectors in which we operate. We do not differentiate our compensation offering to employees based on gender or any other diversity in background, in any of the locations where we operate. We were able to successfully on-board 4,800+ specially abled associates into the workforce and we believe this is just the start. To promote diversity, we chose Women Empowerment and Engagement as the primary focus under the agenda of diversity and Inclusion for 2021 – 2022.



[An all-inclusive workforce](#)

We pride ourselves in an all-inclusive workplace. It is in our best interests to ensure that the work environment is free from any discrimination against persons with special abilities. Further, the Company takes actions to ensure that a conducive environment is provided to persons with special abilities to perform their role and excel in the same. To be harbingers of change, we have hired 4,800+ specially abled employees to our workforce.

Qess plans on promoting over 1% specially-abled hiring and endeavours to build and sustain a powerful network. Moreover, Qess has been triumphant in establishing

a secure partnership with National Career Service to strengthen the outreach for PWDs in Punjab, Haryana, Uttarakhand & West Bengal. To wind up, Qess is now one of the official partners for Sector Skill Council for the specially abled.

29%

1,921
6,664

- Total Core Employees
- Total Women Core Employees
- % Women Employees

[Woman Power](#)

Qess aims to create employment opportunities that enable all employees to achieve their full potential. Monster had a total of 4,311 job openings which were specific to “women only” roles to enable females in the workforce. We are proud that women represent more than 15% of our senior leadership bands (L2 and above), and 12.5% Board of Directors. Almost 17% of our 437k Qessians are women, including 29% of our core workforce. Our vision is to have 50% women core workforce by 2025. We are proud to state that 33% of women associates hired were from other than Tier-1 cities.

17%

72,574
4,30,243

- Total Associate Employees
- Total Women Associate
- % Women Associate

Our initiatives to encourage greater diversity and inclusion can be grouped under the following three categories:

1. Empowering Women in Qness

a. QWEEN

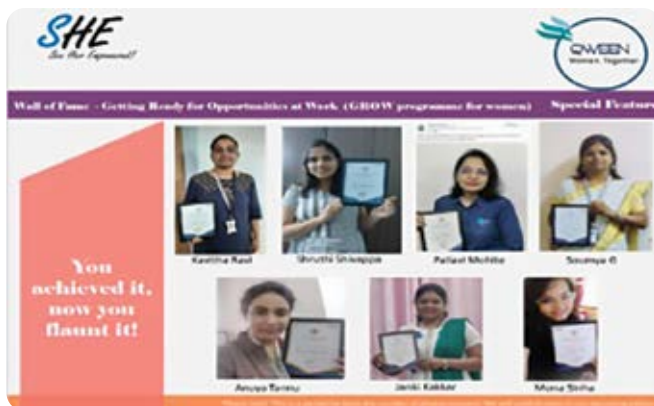
In FY21 we launched QWEEN (Qness Women Empowerment & Engagement Network), a program for psychological, educational, social and financial empowerment of our women employees. This year, the QWEEN team developed a short informative video on 'Feminine hygiene' that was made available to our



associate female staff and was also distributed to the government schools that fall under the purview of our CSR activity via Care Works Foundation. The QWEEN team released our first D&I newsletter on the 31st of March, 2021. The name for our newsletter was chosen via a contest and one of our male colleagues won the prize for his suggestion – SHE: See Her Empowered.

b. GROW

GROW is a digital app-based learning intervention aimed at helping our women Qnessians at career levels 3 and 4 to develop managerial and leadership skills, enhance business skills, strengthen and leverage networks,



embrace wholeness, wellness and work-life balance. We had 51 women Qnessians from across businesses who participated in the GROW programme with 23 participants having successfully completed the programme.



2. Taking care of female Qnessians

a. STHREE

Work from Home policy for women Qnessians is a newly launched policy that is meant exclusively for women Qnessians. It provides them the flexibility of one day to rest or work from home during the month. This illustrates sensitivity towards our women Qnessians.

b. HEALTH AWARENESS SESSIONS

As an attempt to support women Qnessians, we conducted a virtual session on "Women Health & Nutrition in the Changing times". Held jointly by an obstetrician & a gynaecologist, this session covered the impact of a woman's life stages - menstruation, maternity, and menopause – on a woman's psychology. We also care for associates Qnessian and hence our IFM business signed an exclusive agreement with hospitals on highly discounted rates for conducting the "Breast Cancer preventive health check-up camp" right after Women's Day which had ~110 women Qnessian participants.

3. Celebrating Women at Qness

a. QUESS DIVERSITY COUNCIL

The Diversity Council has been re-formed this year to strengthen the understanding of these initiatives and their role. Our Group CEO has launched the new version of Diversity Council recently and addressed the business leaders and all women employees during the launch.

b. RETURN to WORK

Qness launched the "Return to work" policy targeting all expecting mothers and new mothers to celebrate motherhood and career joyfully. Return to Work policy creates a special moment of celebration, sense of belongingness and an element of camaraderie to women on their return to their work post maternity leave, increasing loyalty and retention, as well as productivity of women Qnessians.

Digitising job discovery

We are rapidly accelerating digitisation of job discovery and access through our QJobs and Monster platforms. QJobs, our vernacular enabled job platform specifically for blue-collar job seekers launched last year, is facilitating 1 million+ recruiter candidate interactions and has 2 million active jobs at present. We aspire to connect 5 million opportunities with the candidates on this platform by 2025, furthering our purpose to ease the hiring process for a broad section of the workforce.

QJobs

Qjobs is amongst India's most productive blue-collar hiring platforms. Launched in November 2020, the app currently has over half a million downloads. Qjobs crossed 3.5 million+ candidates and 2 million+ active job openings by the end of Q4 FY22. Almost 1.13M+ monthly recruiter-candidate interactions were facilitated on Qjobs, and 500K+ candidates' upskilling was facilitated.



Monster

Monster is India's second-largest job portal with an international presence in South East Asia and the Middle East. For FY22, Customer retention rate was at a constant of ~70% with focus on larger customers helping achieve 101% value renewals. Strategic Nurture Partnerships have been signed with eminent companies.

Qjobs



3.5Mn+
registered candidates



2Mn+
Job Hosted



500k
candidates upskilling facilitated

monster®
Find Better.™



28Mn Traffic
representing 20% YoY growth with
March traffic crossing 10 M



2Mn
User Acquisition & Re-activation



73%
Customer retention

Upskilling and training

Fostering professional growth in our global workforce has always been a top priority for us. We provide several upskilling opportunities and platforms so our employees can continue to deliver sustained value to the organisation and gain the knowledge and skills they need to boost their careers. We continue to work with the government to impart vocational training across a range of sector-specific skills. Our core employees have access to 181 training modules, and received an average of ~6.5 hours of training each during FY 2021-22.



Total Learning Hours

37,506 hours



Instructor led trainings

**1621 employees,
117 sessions,
7,296 hours**



Average Feedback

3.66/4



Post Session Assessment

8.42/10



Total Digital Hours

30,210 hours



WorQ

As part of our digital initiative, we have WorQ, India's largest workforce management tool with over 240,000 monthly active users. WorQ is an HRIMS and productivity tool that helps employees improve their productivity through digital workflow management and training.

worQ



360k

Monthly active users on WorQ



26L

marking attendance monthly



6L+

shifts supervised using
Digital Supervisor



Nurturing work environment

We are delighted to share that Qess has emerged as a **Great Place to Work®**, for the third year in a row and ranked Top 100 in India for the first time. We are proud to be recognised as an employer of choice. In the spirit of listening to our associates, we conducted a satisfaction survey, wherein 83% of the ~110,000 respondents rated as being satisfied or very satisfied with Qess. We are constantly working towards betterment through associates feedback on Qess operations to identify strengths & improvement areas.

To improve transparency and responsiveness in our grievance redressal process for associates, we launched a Unified Help Desk (UHD) this year. Our Unified Help Desk (UHD) is a channel for associates to seek support on their grievances. The UHD system is integrated with our online workforce management platform, WorQ to enable a seamless experience for associates. The 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. Handling over 50,000 tickets per month on average, with multiple response mechanisms such as call and chatbots, the UHD system has supported associates in far-flung customer locations in a wide-range of areas such as onboarding, payroll, social security, leaves, etc. We have further extended support to Qess associate alumni on their exit-related issues and queries. The UHD & various automation initiatives for associates such as WorQ, POP (paperless on-boarding), etc. has helped in better labour and human resource management and contributed to us being ranked within the Top 48 global staffing firms. We plan to further digitize the UHD system and enable more self-service capabilities in the near future.

Non - Compensation Employee Benefits

DASH

Building on our set of digital “hire to retire” assets, we curated Dash, an employee benefits platform with exclusive offers for Qess’ associates through 100+ partnerships across financial wellbeing products, accommodation solutions, and lifestyle products. The Dash user base expanded over 420K with 150K+ MAU. Across Loans, Salary Advance, and Savings categories, an estimate of total benefits of INR 66+ Cr GMV annual run rate were seen.





Occupational Health and Safety Policy

Quess Corp Limited is committed to implementing and maintaining a management system that provides a safe and healthy working condition to customers, visitors and employees. The Company recognizes that it has a responsibility to the environment while adhering to the statutory and regulatory requirements.

Suitable & Sufficient Lighting: The Company ensures that every workstation and cubicle have suitable and sufficient lighting and maintenance work done periodically.

Cleanliness and Waste Materials: Quess ensures that workplace, furniture and fittings are kept clean and waste materials are disposed of responsibly.

Safety: The employee app based HRMS tool has been enhanced with a separate workflow for safety incident reporting. The central UHD is tasked with live monitoring and response to such incidents raised in the app. Our comprehensive Health, Safety and Environment Conservation Policy together with the Emergency Procedure Policy governs our employee safety and incident management. Mandatory safety and human rights policy 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.



Our Customers



We have a Customer Services Policy with the objective of providing guidelines, advice, and examples on customer interactions and how to ensure customer success, to any Quess employee who may be directly or indirectly engaged with our customers. This includes emphasis on hiring the best talent, minimising employee turnover by appropriate retention plan through employee's engagement, periodic feedback, and training of employees engaged to deal with customers.

Customer Grievances

1. **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. Once this form reaches respective teams, a ticket is raised and passed onto a dedicated executive to understand their issue/query, guiding them to a suitable solution, and closing the ticket. Once the issue is resolved, the team sends a ticket status, and feedback form to the sender for quality improvement.
2. **Toll-free grievance redressal** – To provide round the clock assistance, Quess Corp enables clients with grievance and feedback redressal through toll-free number 1800 572 3333 available on our website. This mechanism is supported by an in-house contact centre, which is tracked through a ticket raised and assigned to the respective business executive for closure.

Safety and Wellbeing

Safety and wellbeing is a necessity and we fulfil so, with our network of our 19,000 trained security professionals, equipped with high-end security systems enabling customers across 22 states and union territories across India to conduct their businesses in safe and secure workplaces.

ESG beyond organisational boundaries

We plan to onboard new vendors based on ESG self-declarations and further plan to impart training on pertinent ESG issues, with 100% coverage targeted by 2025. Of the total vendors added in FY22, 14% were MSME. In FY 2023, we also plan to further extend our engagement in ESG related discussions with our customers to support them on their ESG targets, especially with respect to diversity and inclusion.



Our Community

Societal Impact

Our passion is to actively contribute to the community and create a positive impact in the lives of people, especially in the areas of health and education through CareWorks Foundation (CWF). In doing so, our company aims to build a healthy and educated workforce and provide sustainable livelihood for the weaker sections of society.

As we guided our organisation through the challenges of COVID-19 last year, we realised that the aftermath of COVID has been especially harsh on the education continuity and health of the underprivileged. As a people-centric company, we continue to focus on enabling aspects of health and education through our Careworks Foundation (CWF) to benefit a larger section of society.

Our CSR initiatives spread across multiple programs and 56 sub-programs in multiple states are structured across student enrichment. We helped schools to restart functioning in a safe and hygienic manner post the pandemic. Our focus on health and hygiene in schools has focused both on infrastructure provision such as safe drinking water as well as imparting training on good health practices to young children.

Our focus on digitization in our businesses has also translated to multiple innovations on digitising school education with appropriate devices and engaging content. Last but not the least, as teachers are most integral to building strong foundations for young children, we are also actively mentoring and building skills in the teaching community.

Student Enrichment Program

Digital Learning – Acquainting and Adapting

Adapting to disasters, whether natural or manmade, has induced man to develop innovative methods of learning and earning. COVID 19 is one such example which disrupted the education sector to a large extent, but CWF intervened at the right time by helping students adapt to the new technologies and digital mode of learning. It also distributed tabs uploaded with audio visual content and assessments for 9th and 10th grade students and also installed a tab lab as a pilot project for student learning.



665
Tabs
distributed



2892
Hours
of learning

Early Childhood Care and Education – Embodying Character and Values

The main aim is to provide quality education and all-round cognitive and socio-emotional development in the initial 6 years of a child. In FY2022, we have had 27 anganwadis/preschools with 27 teachers enriching the lives of 845 young children and offering them meaningful learning experience through teachers & caregivers to bring holistic development of children.

Impact: Through this program about 82% of children showed high socio emotional skill, 74% children showed improvement in cognitive development and 57% literacy rate improved.

27
Anganwadis



Education Kit – Supplying Educational Accessories

One of our milestone achievements is having a program which is specially designed for families who cannot afford purchasing school supplies, due to COVID induced financial constraint or any other as well. It is a wonderful feeling, when we organize this annual activity of educational kit distribution. In FY2022, we could reduce the financial burden of parents, through 46 schools across 2 states, facilitating 13169 students with bags and books.

12071
Bags



845
Children



53394
Books



Life skill Education – Equipping for Multidisciplinary Learning

In association with National Institute of Mental Health and Neuro Science-Bangalore, CWF has designed a life skill program for children between 6 to 14 years, which involves both teachers and parents. In today's world, life skill education is the need of the hour, which helps the learners recognize their strengths and shortcomings and live life to its full potential.

2610
Students



71
Teachers



330
Parents



Remedial Education – Switching to Adaptive Instruction

CWF has aspired to provide uninterrupted learning opportunities to children in government schools, in the wake of school closure during the pandemic. Children were supported with bridge course sessions to address learning gaps once they returned to school.



Scholarship Program – Recognizing Young Talents

In India, getting absorbed into the higher education system is yet another challenge, especially for the socio-economic weaker sections of the society. Inequality relating to gender, medium of instruction, location, and financial and social status exists in the student enrolment process. The CWF scholarship program recognizes meritorious students and awards them with scholarships to pursue the education of their choice, overcoming the above hurdles. In FY 2022, 47 students were shown the way to a successful educational life through this scholarship.



School Upgradation Program (SUP) – Adopting Beyond Borders, Transforming into a Quality Institution

We, at CWF, understand that a school not only imparts knowledge and education, but is also an abode of safety, comfort and happiness. Hence, through its SUP initiative, since its inception, CWF has transformed 75 government schools by building or renovating their infrastructure like classrooms, computer labs, science labs, hand wash areas and toilets. Around 50+ water purifiers have also been installed. There is a deep sense of fulfilment to watch the children from government schools have a gleam in their eyes when they have access to quality infrastructure and conducive learning environments.



Teacher Mentoring Program – Empowering through Guidance

Teachers, the strongest pillar of support to schools, were also under the radar of CWF. Training and educating teachers is a prerequisite for community development. 990 teachers were trained across 74 schools in 2 states in professional development programs, early childhood education courses, as well as life skills.



Health and Wellbeing

It is not far from the truth that health is the permanent outfit of your body. And schools play a dominant role in imbibing health and hygiene practices right from childhood. CWF uses various measures and techniques to assess the health conditions and well-being of the students and help to formulate programs under the guidance of professionals. It is a humble achievement of CWF of having screened 19000+ children and treated close to 3500 children since 2014. Keeping in mind hygiene and physiological health of the girl child, sanitary pad vending machines were put up in 30 schools. In the recent times of the pandemic, COVID awareness programs were conducted for 10845 Students and 300+ teachers and 32 oxygen concentrators were donated.

Water and Sanitation – Education on hygiene benefits

Sanitation process is one of the most crucial practices required to be followed in schools. With activities and awareness sessions conducted by professionals, CWF ensures that children are made aware of the benefits of proper hygiene. We are glad to have extended our reach to 72 schools, by getting deep cleaning done, constructing 350+ toilets, drinking water terminals and maintenance of water purifiers, affecting 13000+ students.





Covid Response – Resistance and Hope

With the opening up of the schools post COVID lockdowns, our team at CWF worked not only towards creating a joyful learning environment but safety was also our priority. In such times, to be of assistance to the schools is an honor, and it is with immense satisfaction we can claim that we trained 400 teachers of close to 74 schools on School Safety Standard Operating Procedures (SOPs). COVID 19 help desks were set up with Thermal Scanners, Oximeters and Sanitizers along with frequent fumigation and sanitization of the premises. CWF also formed a Covid Response team (comprising Anganwadi teachers, ASHA workers, teachers, SDMC, parents & primary health centre doctors) in 74 schools to handle suspected Covid cases.



74
Schools



10000
Students
educated
on Covid-19

Psychosocial care – Support system for the child

One of the primary motives of setting up CWF is the holistic development of the child, and that definitely includes addressing the psycho-social needs as well. We are pleased here to claim that around 335 children with special needs have benefitted from this program and we have also donated 18 assistive devices. In association with Niramaya Health Insurance Scheme, additional 25 children with special needs were supported.



1049
Children
benefited



18
Assistive
devices
donated



335
Children with
special needs
were supported

GOVERNANCE

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Cyber Risk Management
and Data Protection42



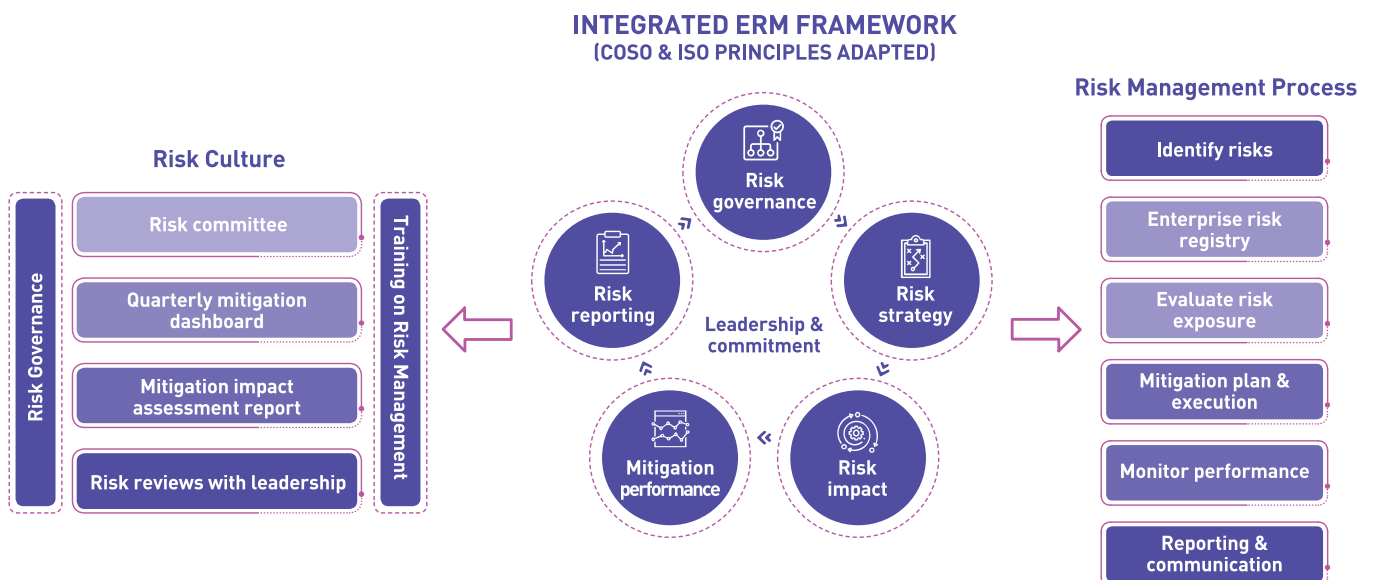


Enterprise Risk Management



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 31000:2018.



As a diversified enterprise, our global ERM framework is designed to incorporate Risk Management while developing strategies against a portfolio of businesses that best match market opportunities, leadership & succession planning, automation & technology, etc., all within the risk appetite of the Company. Strategic decisions are taken after careful consideration of primary risks, secondary risks, consequential risks and residual risks. We have further extended our risk management to include sustainability risks of the Company.

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 taken into consideration while identifying risks.

Our ERM Framework, supported by a robust and dynamic internal control systems, 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 on the 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 in monitoring the risk exposure and effectiveness of mitigation plans executed.



Corporate Governance Policies

Anti-Bribery and Anti-Corruption Policy

Quess has zero tolerance for bribery and corruption. We expect our employees not to take any action that could be directly or indirectly interpreted as an attempt to bribe, acceptance of bribe, or engagement in any corrupt activities. Employees must apply reasonable and appropriate due diligence to ensure third parties do not participate in bribery or corrupt transactions. Moreover, employees must escalate bribery and corruption issues to the appropriate level of management and must complete mandatory online anti-corruption training.

Whistle Blower Policy

The Company has constituted a Stakeholders Relationship Committee which deals with stakeholder relations and share/debenture holders' grievances and other such issues as may be raised by them from time to time. The purpose of this Policy is to provide a framework to promote responsible and secure whistle blowing. All grievances are redressed in a timely manner and to the satisfaction of the investors. No grievances were received during the FY22.

	Current Financial Year
Discrimination at workplace	Nil
Child Labour	Nil
Forced Labour/Involuntary Labour	Nil
Other human rights related issues	Nil

POSH

Quess is an equal employment opportunity company and is committed to creating a healthy working environment that enables employees to work without fear of prejudice, gender or racial bias and sexual harassment. The Company does not tolerate any behaviour that is detrimental to a healthy working environment. Any Quessian who feels he/she is being sexually harassed directly or indirectly, may give a written complaint of the incident to any member of the Internal Committee within three months of the occurrence of the incident. This period may be increased by another thirty days by the IC, if the reason for such a delay is found to be genuine. Complaints may be made in writing and submitted to the members of the committee, or mailed. Alternatively, employees can reach out to the Regional SPOCs.

Further, POSH is part of our Induction program held for new joiners at Quess, as well as a part of the standard annual refresher sessions for all Quessians. POSH posters & IC lists are displayed across all our offices. Also, training has been conducted for all IC members of Quess to ensure fair handling of the cases that reach the committee. As an additional step in spreading awareness on the subject, we have had POSH posters put up in all Quess offices. We have also launched the POSH online training module for both employees and IC members as well.

Our women/men Quessians feel safe to work at Quess, as we have created trust among our Quessians that Quess has zero tolerance towards the sexual harassment of employees. This instils confidence, particularly among women Quessians and enhances their retention and productivity.



Inclusive Development Policy

We engaged with the Government at the Tripartite Conference to provide stakeholder inputs on the draft labour codes, rules, model standing orders, etc. Also, we provide suggestions to the State Governments on the process of notifying rules under the labour codes.

Sexual Harassment	
Cases Reported in current Financial Year	5
Cases pending resolution	Nil

Our Board Members

We believe a strong statement of values and principles guides corporate culture and sets expectations for everyone from the newest employee to the most seasoned members of our board. The Company has specified Committees of the Board such as CSR Committee, Stakeholders Relationship Committee, Administration and Investment Committee, Ethics Committee, Risk Management Committee, Audit Committee, Nomination and Remuneration Committee that meet at regular intervals to review the functioning and adequacy of controls mentioned in the policies. Our Board of Directors:



Ajit Isaac

Non-Executive
Chairman
(w.e.f. 1st April,
2022)



**Guruprasad
Srinivasan**

Executive Director
and Group
CEO (w.e.f. 10
February, 2022)



**Chandran
Ratnaswami**

Non-Executive
Director



**Gopalakrishnan
Soundarajan**

Non-Executive
Director



**Gaurav
Mathur**

Non-Executive,
Independent
Director



**Kalpathi
Ratna Girish**

Non-Executive,
Independent
Director



**Revathy
Ashok**

Non-Executive,
Independent
Director



**Sanjay
Anandaram**

Non-Executive,
Independent
Director



Leadership & Execution

Policy Implementation

Based on the records maintained by the company and also on the review of compliance reports / statements by respective department heads / Company Secretary taken on record by the Board of Directors of the Company, adequate systems and process and control mechanisms exist in the company to monitor and ensure compliance with the provisions of the Act, Rules, Regulations, Guidelines and Standards. Our employee service portal hosts a repository of all the policies and a training portal, where mandatory training modules/sessions are completed within 30 days of joining the Company as part of the induction process with annual recertification. In addition, our Board and management engages several external partners to independently audit key areas such as Entity Level Controls, ISO Audits, Secretarial Audits, CSAT and more. Quess' policies such as Whistle Blower's Policy, Vendor Code of Conduct Policy in addition to our employees also extend to customers, vendors, and third-party intermediaries.

Undertaking CSR activities

To actively contribute to the community and create a positive impact in the lives of people, especially in the areas of health and education, the Careworks Foundation forwards its recommendations to the CSR Committee. The CSR Committee deliberates on the proposals and approves proposals for implementation at its discretion. Based on the need, the company may Identify and implement multi-year CSR projects/programs ("Ongoing Projects") approved by CSR Committee which will be monitored by the CSR Committee and the Board of Directors of the Company, as required under Applicable Law.

Board Policies

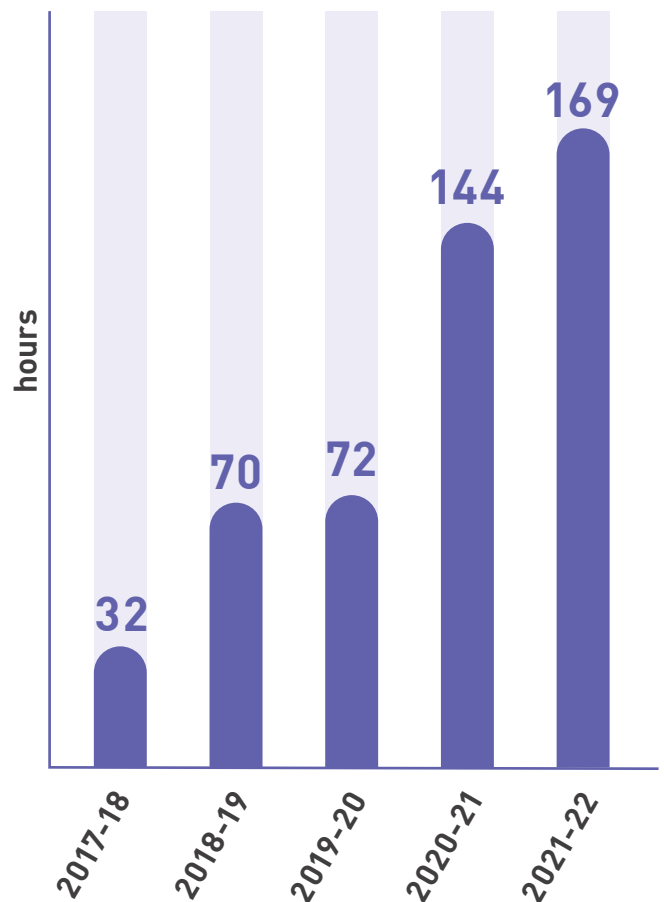
Quess has a policy on Code of Business Conduct & Ethics which the Board of Directors has adopted. This includes honest - ethical conduct and the avoidance of actual or perceived conflicts of interest or, in cases where avoidance is not possible, the appropriate disclosure and the ethical handling of that actual or perceived conflict, protection of corporate assets, information and opportunities, and accountability and compliance to this code.

The Company recognizes and believes that a diverse Board will enhance the effectiveness of the Board by diversifying its composition and to obtain the benefit out of such diversity in better and improved decision making. In order to ensure that the Company's boardroom has an appropriate balance of skills, experience and diversity of perspectives, we have a Board Diversity Policy in place.

Directors' Familiarization Programme

All our directors are aware and updated as and when required, of their roles, responsibilities & liabilities, the business model of the company and the nature of the industry. The company holds board meetings at its registered office regularly. Site visits are also organized at various locations for the Directors. The Board of Directors has complete access to the information within the company. Presentations are made regularly to the Board / Nomination & Remuneration (N&R) / Audit Committee (AC), where directors get an opportunity to interact with senior managers.

Summary of familiarization programme imparted to Independent Directors:



Independent directors have the freedom to interact with the company's management. Interactions also happen during board /Committee meetings, when senior company personnel are asked to make presentations about performance of their independent company / business unit, to the Board. We have seen a constant increase in the familiarization hours for Independent Directors over the last five years.



Cyber Risk Management and Data Protection

In the hyper-connected digital world, data privacy has emerged as an important dimension of human rights. As we are into digital businesses, we are cognizant of making privacy an integral part of Qess. Over the years, the growing awareness and education on data privacy among stakeholders has contributed to a more robust process, and has enabled us to be enabled entrusters of their data.

Privacy Policy Framework

Our company's executive body is responsible for overlooking privacy and data security effectiveness.

Independent audits are carried out periodically by external bodies to validate the effectiveness of data privacy controls deployed. Data Security & Privacy is part of the mandatory training modules completed by all employees within 30 days of joining or annual recertification for current employees.

Data Security

Qess Corp adopts reasonable and appropriate security practices and procedures including administrative, physical security, and technical controls in order to safeguard your Personal Information.

Data Retention

Qess Corp disposes of any Personal Data that is no longer required to be retained as per legal or business requirements in a secure manner. Qess Corp retains the Personal Data until necessary to fulfil the purposes outlined in the Privacy Statement, unless a longer retention period is required or permitted by law.

Data Transfer

We transfer Personal Data to countries outside stakeholder jurisdiction which have different data protection standards to those which apply to stakeholder jurisdiction. We shall take the necessary steps to ensure confidentiality and security of the transferred data.

Data Protection Officer/ Grievance Officer

In case one may have any complaints and/or grievances in relation to the processing of their Personal Information complaints can be sent via email to our Data Protection Officer.

Cybersecurity

The Company is committed to providing a secure IT environment across the various systems and infrastructure, by establishing best practices and standards for Cyber Security. Real time security information and event management systems, SIEM Tool, are in place, to continuously monitor and secure the network against identified and unidentified threats. A secure access management system along with VAPT (Vulnerability Assessment and Penetration Testing) for applications facilitates remote working of employees. Our Cyber Security Council comprising C-suite, business IT Heads and professionals meet fortnightly to constantly assess, improve and implement industry leading technologies for our security posture. Further, periodic interactions of the Cyber Security Council with relevant stakeholders, has ensured sponsorship from senior management and all other critical stakeholders.

IT audits and Certifications

Qess Corp and our large subsidiaries, AllSec and Conneqt are ISO 37001:2016, ISO 27001:2013, ISO 9001:2015 certified.

ANNEXURE I:

ESG KEY PERFORMANCE INDICATORS

E/S/G	Themes	Sub-Themes	KPIs	Source	Reference
S	The People Company	Mobilising Talent	Total Employee	Annual Report FY22	Pg. 21
S	The People Company	Upskilling & training	Proportion of employees who have received skill development training during the reporting period	Annual Report FY22	Pg. 22
S	The People Company	Upskilling & training	Employee Training Hours	Annual Report FY22	Pg. 22
S	The People Company	Nurturing Work Environment	Voluntary and Non-comp benefits	Annual Report FY22	Pg. 22
S	The People Company	Nurturing Work Environment	Freshers registered for social benefits	Annual Report FY22	Pg. 22
S	The People Company	Nurturing Work Environment	Employee satisfaction survey	Annual Report FY22	Pg. 22
S	The People Company	Nurturing Work Environment	Employee grievance	Annual Report FY22	Pg. 22
S	The People Company	Nurturing Work Environment	Disputes on forced or compulsory labour	Annual Report FY22	Pg. 64
S	Responsible Citizen	Nurturing Work Environment	Vendor Management	Annual Report FY22	Pg. 23
S	The People Company	Diversity & Inclusion	Proportion of women employees in the organisation	Annual Report FY22	Pg. 21
S	The People Company	Diversity & Inclusion	Proportion of women employees in leadership	Annual Report FY22	Pg. 21
S	The People Company	Diversity & Inclusion	Qween Initiative	Annual Report FY22	Pg. 21
S	The People Company	Diversity & Inclusion	Inclusion of people with disability in the organization	Annual Report FY22	Pg. 21
S	Responsible Citizen	Societal Impact	Education	Annual Report FY22	Pg. 26-28
S	Responsible Citizen	Societal Impact	Child health	Annual Report FY22	Pg. 29
S	Responsible Citizen	Societal Impact	Community health	Annual Report FY22	Pg. 28-29
S	Responsible Citizen	Societal Impact	COVID-19 awareness raising	Annual Report FY22	Pg. 23,29
E	Environment Conscious	Energy & Emissions	Energy saving initiatives - Proportion of energy efficient lighting fixtures used	Annual Report FY22	Pg. 24

E/S/G	Themes	Sub-Themes	KPIs	Source	Reference
E	Environment Conscious	Energy & Emissions	Energy saving initiatives - Energy efficient appliances	Annual Report FY22	Pg. 24
E	Environment Conscious	Energy & Emissions	Reduction of energy consumption	Annual Report FY22	Pg. 24
E	Environment Conscious	Energy & Emissions	Energy consumption reduction target	Annual Report FY22	Pg. 24
E	Environment Conscious	Energy & Emissions	Greenpiece landscaping practices	Annual Report FY22	Pg. 63
E	Environment Conscious	Energy & Emissions	Scope 1 emissions	Annual Report FY22	Pg. 24
E	Environment Conscious	Energy & Emissions	Scope 2 emissions	Annual Report FY22	Pg. 24
E	Environment Conscious	Energy & Emissions	Scope 3 emissions	Annual Report FY22	Pg. 24
E	Environment Conscious	Energy & Emissions	Emission reduction target	Annual Report FY22	Pg. 24
E	Environment Conscious	Waste management	E-waste management	Annual Report FY22	Pg. 24
E	Environment Conscious	Waste management	Paper waste generation	Annual Report FY22	Pg. 24
E	Environment Conscious	Waste management	Repair or refurbishment of electronic devices	Annual Report FY22	Pg. 24
G	Trusted Institution	Corporate Governance	Board Structure	Annual Report FY22	Pg. 25
G	Trusted Institution	Corporate Governance	Incidents on Bribery and Anti-Corruption	Annual Report FY22	Pg. 25
G	Trusted Institution	Corporate Governance	Workforce Grievance	Annual Report FY22	Pg. 25
G	Trusted Institution	Corporate Governance	Incidents on Sexual Harrasment	Annual Report FY22	Pg. 25
G	Trusted Institution	Corporate Governance	External independent audits	Annual Report FY22	Pg. 25
G	Trusted Institution	Corporate Governance	ISO Compliance	Annual Report FY22	Pg. 25
G	Trusted Institution	Information Security & Data Privacy	Council on Cyber Security	Annual Report FY22	Pg. 25

*Please find the Annual Report here: <https://www.quessecorp.com/investors/>

ANNEXURE II:

POLICIES AND OTHER ESG INDICATORS

E/S/G	Themes	Sub-Themes	KPIs	Source	Reference
S	The People Company	Diversity and Inclusion	Equal Employment Opportunity Policy	Website	https://www.quessecorp.com/investor/dist/images/pdf/Policies/Equal-Employment-Opportunity-Policy.pdf
S	The People Company	Nurturing Work Environment	Policy on Human Rights	Website	https://www.quessecorp.com/investor/dist/images/pdf/Policies/Human-Rights-Policy.pdf
S	The People Company	Nurturing Work Environment	Policy on Employee Health & Safety	Website	https://www.quessecorp.com/investor/dist/images/pdf/Policies/Health-Safety-and-Environmental-Conservation-policy.pdf
S	The People Company	Nurturing Work Environment	Great Place to Work	Annual Report FY22	Pg. 22
S	The People Company	Nurturing Work Environment	Employee Code of Conduct	Website	https://www.quessecorp.com/investor/dist/images/pdf/Policies/Code_of_Business_Conduct_and_Ethics.pdf
S	The People Company	Nurturing Work Environment	Customer Service Policy	Website	https://www.quessecorp.com/investor/dist/images/pdf/Policies/Customer-Service-Policy..pdf
S	Responsible Citizen	Societal Impact	Child welfare	Annual Report FY22	Pg. 26-29
E	Environment Conscious	Waste management	Waste reduction initiatives	Annual Report FY22	Pg. 24
G	Trusted Institution	Corporate Governance	Nomination and Remuneration Policy	Website	https://www.quessecorp.com/investor/dist/images/pdf/Policies/Nomination-and-Remuneration-Policy.pdf
G	Trusted Institution	Corporate Governance	Board Committee	Website	https://www.quessecorp.com/corporate-governance/
G	Trusted Institution	Corporate Governance	Executive level responsibility for economic, environmental, and social topics	Annual Report FY22	Pg. 25
G	Trusted Institution	Corporate Governance	Policy on Business Ethics	Website	https://www.quessecorp.com/investor/dist/images/pdf/Policies/Code_of_Business_Conduct_and_Ethics.pdf

E/S/G	Themes	Sub-Themes	KPIs	Source	Reference
G	Trusted Institution	Corporate Governance	Risk Management Policy	Website	https://www.quessecorp.com/investor/dist/images/pdf/Policies/Risk-Management-Policy.pdf
G	Trusted Institution	Corporate Governance	Board Diversity Policy	Website	https://www.quessecorp.com/investor/dist/images/pdf/Governance/Policy-on-Board-Diversity.pdf
G	Trusted Institution	Corporate Governance	Policy on Vendor Code of Business and Ethical Conduct	Website	https://www.quessecorp.com/investor/dist/images/pdf/Policies/Code_of_Business_Conduct_and_Ethics.pdf
G	Trusted Institution	Corporate Governance	Policy on Bribery and Anti-Corruption	Website	https://www.quessecorp.com/investor/dist/images/pdf/Policies/Anti-Bribery-and-Anti-Corruption-Policy.pdf
G	Trusted Institution	Corporate Governance	Policy on Whistle blower	Website	https://www.quessecorp.com/investor/dist/images/pdf/Governance/Whistle-BlowerPolicy.pdf
G	Trusted Institution	Corporate Governance	Policy on Prevention of Sexual Harrasment	Website	https://www.quessecorp.com/investor/dist/images/pdf/Policies/Prevention-of-Sexual-Harassment-Policy.pdf
G	Trusted Institution	Corporate Governance	Regulation tracking mechanism	Annual Report FY22	Pg. 25
G	Trusted Institution	Corporate Governance	Directors Familiarization Programme	Website	https://www.quessecorp.com/investor/dist/images/pdf/Policies/Directors_Familiarization_Programme.pdf
G	Trusted Institution	Corporate Governance	CSR Policy	Website	https://www.quessecorp.com/investor/dist/images/pdf/Policies/CSR-Policy.pdf
G	Trusted Institution	Information Security & Data Privacy	Policy on Data Protection	Annual Report FY22	Pg. 25
G	Trusted Institution	Information Security & Data Privacy	Policy on Information Security	Annual Report FY22	Pg. 25

*Please find the Policies here: <https://www.quessecorp.com/investors/>

ANNEXURE III:

SASB

Table 1. Sustainability Disclosure Topics & Accounting Metrics

Topic	Accounting metric	Category	Unit of measure	Data	Code
Data Security	Description of approach to identifying and addressing data security risks	Discussion and Analysis	Description	As described in the section on Cybersecurity (Page AA)	SV-PS-230a.1
	Description of policies and practices relating to collection, usage, and retention of customer information	Discussion and Analysis	Description	As described in the Privacy Policy and Data Security frameworks (Page BB)	SV-PS-230a.2
	(1) Number of data breaches, (2) percentage involving customers' confidential business information (CBI) or personally identifiable information (PII), (3) number of customers affected	Quantitative	Number, Percentage (%)	1) 0%	SV-PS-230a.3
				2) 0%	
				3) 0%	
Workforce Diversity & Engagement	Percentage of gender and racial/ethnic group representation for (1) executive management and (2) all other employees	Quantitative	Percentage (%)	1) 12.5% women	SV-PS-330a.1
				2) 29% core and 17% associate women	
	(1) Voluntary and (2) involuntary turnover rate for employees	Quantitative	Rate	Core: 1) 73.5% 2) 26.5%	SV-PS-330a.2
				Associate: We are unable to provide this metric due to our confidentiality agreements with Clients.	
	Employee engagement as a percentage	Quantitative	Percentage (%)	83% of 1,10,000+ respondents rated high on satisfaction survey	SV-PS-330a.3

Topic	Accounting metric	Category	Unit of measure	Data	Code
Professional Integrity	Description of approach to ensuring professional integrity	Discussion and Analysis	Description	Code of Business conduct & Ethics Policy Anti-bribery & Anti-corruption Policy Equal Employment Opportunity Policy Code of conduct for prevention & prohibition of insider trading Code of practices for Fair disclosure of unpublished price sensitive information Whistle blower Policy POSH Policy Human Rights Policy ESG Policy Framework	SV-PS-510a.1
	Total amount of monetary losses as a result of legal proceedings associated with professional integrity	Quantitative	Reporting currency	None	SV-PS-510a.2

Table 2. Activity Metrics

Accounting metric	Category	Unit of measure	Data	Code
Number of employees by: (1) full-time and part-time, (2) temporary, and (3) contract	Quantitative	Number	1) 6,664 full-time employees 2) ----- 3) 4,30,243 Associates	SV-PS-000.A
Employee hours worked, percentage billable	Quantitative	Hours, Percentage (%)	Not applicable. Our business model is based on long-term contractual arrangements of deploying Associates with specific skills for our customers.	SV-PS-000.B

Table 3. Gender Representation of Employees (%)

	Female	Male	N/A *
Executive Management	12.5%	87.5%	
All Other Employees – Core	29%	71%	
All Other Employees – Associate	17%	83%	

* N/A = not available or not disclosed

ANNEXURE IV:

BUSINESS RESPONSIBILITY REPORT

for the financial year ended on 31 March 2022 (As per Regulation 34(2)(f) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015)

Section A: General information about the company

1	Corporate Identity Number (CIN) of the company	L74140KA2007PLC043909
2	Name of the company	Quess Corp Limited
3	Registered address	3/3/2 Bellandur Gate, Sarjapur Road, Bengaluru - 560103, Karnataka, India
4	Website	www.quessecorp.com
5	E-mail id	investor@quessecorp.com
6	Financial Year reported	1 April 2021 to 31 March 2022
7	Sector(s) that the company is engaged in (industrial activity code-wise)	The NIC Code for the services provided by the Company is 7830:
8	List three key products/services that the company manufactures / provides (as in balance sheet)	i. Staffing and training services
		ii. Facilities management and security services
		iii. Business process and IT outsourcing services
9	Total number of locations where business activity is undertaken by the company	
	i. Number of International Locations	The details of the same is available at our website at: http://quessecorp.com/Gmap/offices.php
	ii. Number of National Locations	The details of the same is available at our website at: http://quessecorp.com/Gmap/offices.php

Section B: Financial details of the company

1	Paid-up Capital	₹ 1,479.91 million
2	Total Turnover	₹ 1,36,917.78 million (Consolidated)
3	Total profit/loss after taxes	₹ 2,509.77 million (Consolidated)
4	Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	<p>2% of the average net profits made during the three immediate preceding years, as per Sec 198 of the Companies Act amounting to ₹ 33.2 million.</p> <p>Out of which ₹ 10.32 million was spent during the year.</p> <p>Please refer Corporate Social Responsibility report annexed to this Annual Report on pg. 80</p>
5	List of activities in which expenditure in 4 above has been incurred:-	<p>Our CSR Program focus on Health & Education. The Major projects includes: -</p> <ol style="list-style-type: none">1. Student Enrichment Program2. School Upgradation Program3. Health & Wellbeing Program4. Teacher Mentoring Program <p>Please refer Corporate Social Responsibility section annexed to this Annual Report on pg. 26</p>

Section C: Other details

1	Does the Company have any Subsidiary Company / Companies?	<p>Yes, as on 31 March, 2022 the company has total 38 subsidiaries and associates.</p> <p>Particulars of the subsidiary companies are detailed in Form AOC-1 on page 268 of this Annual Report.</p>
2	Do the Subsidiary Company / Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary Company(s)	<p>Yes, all total 38 subsidiaries and associates.</p> <p>Each follows our basic corporate guidelines, in addition to specific regulations that may apply.</p>
3	Do any other entity / entities (e.g. suppliers, distributors etc.) that the company does business with, participate in the BR initiatives of the company? If yes, then indicate the percentage of such entity / entities? [Less than 30%, 30-60%, More than 60%]	<p>Quess engages all its vendors to sign Code of Business and Ethical Conduct. The Code of Conduct Policy ensures engagement of vendors on legal, regulatory, as well as health & safety practices. Vendors are also committed to taking necessary steps to prevent cyber security threats, act with integrity to ensure honesty in business.</p> <p>The Policy also makes sure that the vendors engage in environment friendly activities such as promoting recycling, use of recycled material, etc.</p>

Section D: BR information

1	Details of Director/Directors responsible for BR	
	a) Details of the Director/Director responsible for implementation of the BR policy/policies	
	1. DIN Number	00087168
	2. Name	Mr. Ajit Isaac
	3. Designation	Non-Executive Chairman (w.e.f. 1 April, 2022)
	b) Details of the BR head	
	1. DIN Number	07596207
	2. Name	Mr. Guruprasad Srinivasan
	3. Designation	Executive Director and Group CEO (w.e.f. 10 February, 2022)
	4. Telephone number	080-61056001
	5. e-mail id	investor@quesscorp.com

1. Principle-wise (as per NVGs) BR Policy/policies (Reply in Y/N)

The National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVGs) released by the Ministry of Corporate Affairs has adopted nine areas of Business Responsibility. These briefly are as under:

P1: Business Ethics

Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.

P2: Product Responsibility

Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

P3: Wellbeing of Employees

Businesses should promote the wellbeing of all employees.

P4: Stakeholders Engagement

Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised.

P5: Human Rights

Businesses should respect and promote human rights.

P6: Environment

Business should respect, protect, and make efforts to restore the environment.

P7: Public Policy

Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner.

P8: CSR

Businesses should support inclusive growth and equitable development.

P9: Customer Relations

Businesses should engage with and provide value to their customers and consumers in a responsible manner.

Sr.No.	Questions	Business Ethics	Product Responsibility	Wellbeing of employees	Stakeholders engagement	Human rights	Environment	Public Policy	CSR	Customer Relations
		P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have policy/policies for -	Y	Y	Y	Y	Y	Y	Y	Y	Y
2	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
		<p>Yes, the policies have been formulated after taking into consideration the views of relevant stakeholders.</p> <p>The draft policies /changes are tabled at the Core Committee Meetings, where they are approved by the Top Management. The policies/changes are further approved by the Board of Directors.</p>								
3	Does the policy conform to any national / international standards?	Y	Y	Y	Y	Y	Y	Y	Y	Y
		<p>The policies defined are at a minimum in conformity with the applicable laws and regulations such as Companies Act 2013, ISO standards, etc.</p> <p>Our policies aspire to go beyond compliance by incorporating industry best practices, processes, procedures and timelines to ensure the highest standards are met in line with Quess's values and culture.</p>								
4	Has the policy being approved by the Board? If yes, has it been signed by MD/ owner/ CEO/ appropriate Board Director?	Y	Y	Y	Y	Y	Y	Y	Y	Y
		Yes, all the policies have been approved by the Board of Directors of the company.								
5	Does the company have a specified committee of the Board/ Director/ Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y
		Yes, the company has specified Committees of the Board such as CSR Committee, Stakeholders Relationship Committee, Administration and Investment Committee, Ethics Committee, Risk Management Committee, Audit Committee, Nomination and Remuneration Committee etc. that meet at regular intervals to review the functioning and adequacy of controls mentioned in the policies.								
6	Indicate the link for the policy to be viewed online?	<p>P1 – Business Ethics Policy – Code of Business Conduct and Ethics Policy & Anti-Bribery and Anti-Corruption Policy, Equal Employment Opportunity, Code of Conduct for Prevention and Prohibition of Insider Trading, Code of Practises for Fair Disclosure of Unpublished Price Sensitive Information</p> <p>P2 – Service Responsibility Policy</p> <p>P3 – Wellbeing Of Employees Policy – Employee Health and Safety Policy & Group Insurance Policy</p> <p>P4 – Stakeholder Engagement Policy – Whistle Blower's Policy</p> <p>P5 – Human Rights Policy – Prevention of Sexual Harassment Policy & Human Rights Policy, Equal Employment Opportunity</p> <p>P6 – Environment Policy – ESG Policy Framework</p> <p>P7 – Public Policy - Code of Business Conduct and Ethics Policy, Code of Conduct for Prevention and Prohibition of Insider Trading, Code of Practises for Fair Disclosure of Unpublished Price Sensitive Information</p> <p>P8 – CSR Policy</p> <p>P9 – Customer Relations Policy The above policies are uploaded on our website at https://www.quescorp.com/corporate-governance and also on our employee service portal.</p>								

Sr.No.	Questions	Business Ethics	Product Responsibility	Wellbeing of employees	Stakeholders engagement	Human rights	Environment	Public Policy	CSR	Customer Relations
		P1	P2	P3	P4	P5	P6	P7	P8	P9
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
		<p>For external stakeholders, the policies are available on our website at https://www.queesscorp.com/corporate-governance</p> <p>We have extensive training and communication practices in place to ensure all employees are aware of relevant policies. Extensive compliance training is in place to identify and remediate exceptions.</p>								
8	Does the company have in-house structure to implement the policy/policies	Y	Y	Y	Y	Y	Y	Y	Y	Y
		<p>Our employee service portal hosts a repository of all the policies and a training portal, where mandatory training modules/sessions are completed within 30 days of joining the company as part of the induction process with annual re-certification. We have enabled our HRMS app for our associates which is equipped with all Ethics related training modules such as POSH, COC, Anti-bribery & Anti-corruption, Whistle blower, ESG etc. Through the app, we drive awareness and obtain a sign-off from our workforce that they have read and understood the policies of the company.</p>								
9	Does the Company have a grievance redressal mechanism related to the policy/policies to address stake holders' grievances related to the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
		<p>Yes, the Company has constituted a Stakeholders Relationship Committee which deals with stakeholder relations and share/debenture holders' grievances and other such issues as may be raised by them from time to time.</p>								
10	Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	Y	Y	Y	Y	Y	Y	Y	Y	Y
		<p>Our Board and management engages several external partners to independently audit key areas such as Entity Level Controls, ISO Audits, Secretarial Audits, CSAT, etc.</p>								

3. Governance related to BR

Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the company. Within 3 months, 3-6 months, Annually, More than 1 year

The BR performance of the company is reviewed by the Top Management and regular reviews, typically monthly. In FY21-22, we had only one CSR meeting. Our CSR committee meets once in a year to discuss and review all sustainability related initiatives undertaken and progress made. Further, based on the inputs received from the Board committee we strive to be a leader in the industry for Business Sustainability.

Does the company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?

Yes, annually.

In addition to this BR Report, Quess has carried out multiple initiatives to improve its Sustainability & corporate awareness.

1. Sustainability Website: <https://www.queesscorp.com/sustainability/>

2. ESG Report: <https://www.queesscorp.com/sustainability/>

3. Corporate Governance: <https://www.queesscorp.com/corporate-governance/>

4. CSR Website: <https://www.queesscorp.com/csr/>

Section E: Principle-wise performance

Principle 1 - Businesses should conduct and govern themselves with Ethics, Transparency and Accountability

1	Does the policy relating to ethics, bribery and corruption cover only the company? Yes/No.	In addition to our company, our policy extends to our vendors and partners. Our policy on Code of Business Conduct and Ethics covers ethical conduct and appropriate use of company assets including conflict of interest. Further, we have a policy on Vendor Code of Conduct for our vendor partners.
2	Does it extend to the Group/Joint Ventures/ Suppliers/Contractors/ NGOs / Others?	Quess 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.
3	How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management?	4 grievances were received and resolved during the FY 2021-22. The company has constituted a Stakeholders Relationship Committee which deals with stakeholder relations and share/ debenture holders' grievances and other such issues as may be raised by them from time to time.

Principle 2 - Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle

1	List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/ or opportunities.	<p>Quess provides an array of business services across various platforms and industries. Listed below are 3 unique services that contribute to environmental risks and opportunities</p> <ol style="list-style-type: none"> 1. Staffing & Recruitment - Involves documentation for processes ranging from recruiting, on-boarding, background verification, employee exit, etc. However, through our various digital & App based recruitment platforms we have significantly reduced our paper consumption. 2. Qdigi break-fix services – During the year ~ 1 million devices (such as mobiles, televisions, air conditioners, washing machines, etc.) have been serviced thereby extending their life and preventing generation of e-waste. 3. Greenpiece landscaping services – A total of ~6 million sqft. of green space was developed and/or maintained for our customers during the year. <p>For further details, refer Sustainability section of our Annual Report on page 20-29</p>
2	<p>For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):</p> <p>i. Reduction during sourcing/ production/ distribution achieved since the previous year throughout the value chain?</p> <p>ii. Reduction during usage by consumers (energy, water) has been achieved since the previous year?</p>	<p>Not applicable.</p> <p>Quess is a services company providing technology and manpower related solutions to its customers, we do not manufacture any products.</p>
3	<p>Does the company have procedures in place for sustainable sourcing (including transportation)?</p> <p>If yes, what percentage of your inputs was sourced sustainably?</p>	<p>As a services company our key input is labour. 100% of our labour is hired with full benefits such as social security, medical insurance, etc.</p> <p>For our food business, we try to procure locally for all sites and to reduce transportation costs. Through our recycling initiative across the country for all our offices, we have been able to collect & responsibly dispose 10,297+ Kgs of paper waste & 10,653+ Kgs of e-waste. We continue to convert manual processes requiring paper such as employee KYC & on-boarding, paperless invoicing and automated them to make them sustainable for the volumes we operate.</p>

4	Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work? If yes, what steps have been taken to improve their capacity and capability of local and small vendors?	During the year, the company through its focus on responsible supply chain practices, has provided opportunities for the procurement of services and goods from MSME vendors, thereby helping them to improve their capacity and capabilities. Of the total number of vendors added during the year, 14% has been MSME vendors. Further, our food business aims to maximise local sourcing of ingredients. Through procurement from MSME vendor & in compliance of the MSME Act, 2006, we ensure that internal processes and systems are strengthened to make timely compliance as per law and ensure we support and enhance the capabilities of our MSME vendors.
5	Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%).	Greater than 10%. During the year, the following waste generated was recycled responsibly by the company: i. Paper waste of 10,297+ Kgs ii. E-waste of 10,653+ Kgs

Principle 3 - Businesses should promote the well-being of all employees

1	Please indicate the Total number of employees.	Our global employees count as on 31 March 22 is 4,36,907, out of which 6,664 are core employees & 4,30,243 are associate employees.			
2	Please indicate the Total number of employees hired on temporary/ contractual/casual basis	As on 31 March 22 we have 4,30,243 associates.			
3	Please indicate the Number of permanent women employees	The number of permanent women employees is 1,921 (29% of our core employees) as on 31 March 22.			
4	Please indicate the Number of permanent employees with disabilities	The total number of permanent employees with disability as on 31 March 22 is 12.			
5	Do you have an employee association that is recognised by management?	No			
6	What percentage of your permanent employees is members of this recognised employee association?	Not applicable			
7	Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year	Sl.No.	Category	No of complaints filed during the financial year	No of complaints pending as on end of the financial year
		1	Child labour/forced labour/ involuntary labour	Nil	Nil
		2	Sexual harassment	5	0
		3	Discriminatory employment	Nil	Nil
8	What percentage of your under mentioned employees were given safety & skill upgradation training in the last year? • Permanent Employees • Permanent Women Employees • Casual/Temporary/Contractual Employees • Employees with Disabilities	Our skill upgradation trainings covers all our employees irrespective of gender or disabilities. Skill upgradation training needs are identified for different employees based on their roles, nature of jobs and customer requirements. Trainings are conducted through awareness sessions, mock drills, classroom sessions, digital platforms, virtual instructor lead trainings, on the job trainings, etc.			

Principle 4- Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised

1	Has the company mapped its internal and external stakeholders? Yes/No	Yes. The company has mapped its stakeholders and they include, but are not limited to shareholders, employees, customers, business partners, suppliers, and the wider communities that we serve.
2	Out of the above, has the company identified the disadvantaged, vulnerable & marginalised stakeholders	<p>Due to the increasing demand for job opportunities amongst blue collar job seekers, Qness developed an in-house digital platform QJobs, to help them find jobs in a quick and transparent manner. As on 31 March 22, QJobs has 3.5 million registered job seekers and 2 million job openings.</p> <p>There is a pressing need to focus on quality education and healthcare to improve the social standing of the disadvantaged, vulnerable & marginalised stakeholders. Qness established CWF (Careworks Foundation) in 2014 as part of its CSR arm to drive quality education & healthcare for children in India.</p> <p>Please refer Corporate Social Responsibility section annexed to this Annual Report on pg. 26</p>
3	Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalised stakeholders?	<p>During the year, some of the special initiatives undertaken are as follows :</p> <p>1. Student Enrichment Program:</p> <p>CWF has become a substantial partner in ensuring to provide educational materials to students to continue in the course without any disruption. 13,169 Education Kits distributed across 46 School.</p> <p>Provided 665 tabs for students who are appearing Board exams to engage in digital learning helps to bridge learning loss. 7,500 students were benefitted from the CSR labs which provided computer education.</p> <p>Remedial Education, supported 10,077 Students across 42 Government school to bridge the learning and focused on improving numeracy & literacy.</p> <p>Early childhood care project focused on School readiness program for 845 students studying at preschools adopted by CWF.</p> <p>We gave 47 scholarships to meritorious students of government schools and 23 Scholarship for the visually impaired students to peruse their higher education.</p> <p>2,610 students in 12 Government schools has undergone Life Skill Education (LSE) training which empowers them with 21st Century skill.</p> <p>100 Students benefitted from English app given through Madras Dyslexia association.</p> <p>2. School Upgradation Program:</p> <p>In-order to create joyful learning space we constructed 1 school building and renovated 1 school befitting 600+ students.</p> <p>3. Health & Wellbeing Program</p> <p>Under our School Sanitation Program, Cleaned & Sanitised 72 schools and implemented COVID SOP to help them to restart the schools after pandemic.</p> <p>Safe Drinking Water Facilities provided in 62 Schools benefiting 14,000 Students.</p> <p>32 Oxygen Concentrators Donated during Pandemic.</p> <p>Health education, includes Menstrual Hygiene, COVID, and hand wash practices given to 10,000+ students.</p> <p>1,049 Students from difficult circumstances received Psycho Social support.</p> <p>4. Teacher Mentoring Program</p> <p>51 Teachers on Early childhood care, 209 Teachers on remedial Education and 71 Teachers on Life skill education were trained.</p> <p>Refer Sustainability section of our Annual Report on pg. 2</p>

Principle 5 - Businesses should respect and promote human rights

1	Does the policy of the company on human rights cover only the company or extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?	All our Human Rights related policy such as Equal Employment opportunity, Prevention of Sexual Harassment policy etc. covers Qess and all its subsidiaries including our vendors, third party intermediaries, etc.
2	How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?	<p>In the reporting year, there were no complaints received by the company.</p> <p>Reporting procedure for complaints have been laid down in the Whistle Blower policy. The complaints can either be addressed to the Compliance Officer, Chairman of the Audit Committee or the Ethics Committee for taking appropriate corrective action.</p> <p>Further, the policy legally protects the whistle blower from any form of retaliation such as discrimination or harassment of any kind.</p> <p>A detailed investigation is performed under the supervision of the Chairman of the Ethics / Audit Committee and the report with outcomes are tabled every quarter at the Audit Committee.</p>

Principle 6 - Business should respect, protect, and make efforts to restore the environment

1	Does the policy related to Principle 6 cover only the company or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/others.	Yes, our Health Safety & Environment Conservation Policy covers employees, customers, suppliers & other stakeholders.
2	Does the company have strategies/initiatives to address global environmental issues such as climate change, global warming, etc.? Y/N. If yes, please give hyperlink for webpage etc.	<p>Qess is primarily a services business and has taken several environment related initiatives such as paper and e-waste recycle, using of recycled paper for printing etc.</p> <p>Refer our sustainability webpage: https://www.qesscorp.com/sustainability</p>
3	Does the company identify and assess potential environmental risks? Y/N	<p>The company has identified paper waste and e-waste as potential environmental risk.</p> <p>During the year, paper waste of 10,297+ kgs, & e-waste of 10,653+ kgs was disposed and/or recycled responsibly.</p> <p>Refer Sustainability section of our Annual Report on pg. 20</p>
4	Does the company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?	Not applicable
5	Has the company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page etc.	<p>Yes, during the year, the company has undertaken energy efficiency initiatives such as</p> <ol style="list-style-type: none"> 1. Energy audit conducted for six locations consuming almost half of our energy consumption in India, to identify opportunities for energy savings and optimisation 2. Air Conditioner “Switch ON & OFF” Policy across all offices 3. Convert CFL light into LED light across all offices to save power and reduce heat load 4. In order to reduce our Scope 3 emission Qess has recently partnered with a vendor who provides for sustainable transportation for our business travels through EV's. 23 trips were taken using EV covering 2,310 kms in its first 3 months of implementation. <p>Refer Sustainability section of our Annual Report on pg. 20</p>

6	Are the Emissions/Waste generated by the company within the permissible limits given by CPCB/SPCB for the financial year being reported?	Yes, we have complied with all environmental laws and regulations applicable to our businesses and in all the locations we operate.
7	Number of show cause/ legal notices received from CPCB/ SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.	The company has not violated any environmental laws during the year, nor has any pending cases as at the end of the Financial Year.

Principle 7 - Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner

1	Is your company a member of any trade and chamber or association? If Yes, name only those major ones that your business deals with.	<ol style="list-style-type: none"> 1. Indian Staffing Federation, where our employee is currently President 2. Confederation of Indian Industries 3. Federation of Indian Chamber of Commerce and Industry 4. Karnataka Employer's association 5. Apex Chamber of Commerce and Industry, NCT, Delhi
2	Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others).	<p>Yes, the company through its membership in various associations, has proactively worked with Central and State Governments, by providing stakeholder inputs for the contract staffing industry</p> <ol style="list-style-type: none"> 1. Governance & Administration – Actively worked with the Central government to improve ease of doing business, by providing multiple inputs and suggestions for digitising registration process and documentation for statutory compliances. 2. Economic Reforms – Played a crucial role in providing specific inputs for the contract staffing industry to the Central and State Government, Parliament Standing Committees, etc. particularly with regards to the new labour codes reforms. 3. Inclusive Development Policies – Engaged with the Government at the Tripartite Conference to provide stakeholder inputs on the draft labour codes, rules, model standing orders, etc. Also, provided suggestions to the State Governments on the process of notifying rules under the labour codes.

Principle 8 - Businesses should support inclusive growth and equitable development

1	Does the company have specified programmes/initiatives/projects in pursuit of the policy related to Principle 8? If yes details thereof.	<ol style="list-style-type: none"> 1. Special emphasis was given on hiring people with disability through our inclusion & diversity hiring initiatives. We have hired ~4,800 associates with disability for the year FY22. 2. Quality education and healthcare - Through CWF, we have focused on providing quality education & healthcare for children in state government schools. 3. Employment opportunities – Through our various digital platforms such as QJobs, ReQruit and WorQ we have provided employment opportunities for blue collar job seeker across tier 1, 2 & 3 cities
2	Are the programmes/projects undertaken through in-house team/ own foundation/external NGO/ government structures/any other organisation?	Programmes are undertaken through own foundation. Careworks Foundation (CWF) is an in house Foundation which executes Programs.
3	Have you done any impact assessment of your initiative?	<p>No, we have not done any Impact Assessment. However through our initiative we have reached 75 Government School & 13,741 Students through our various initiatives.</p> <p>Please refer Corporate Social Responsibility section annexed to this Annual Report on pg. 26</p>

4	What is your company's direct contribution to community development projects- Amount in INR and the details of the projects undertaken.	2% of the average net profits made during the three immediate preceding years, as per Sec 198 of the Companies Act amounting to ₹ 33.2 million. (in ₹ millions)										
		<table><tr><th>Particulars</th><th>Amount Spent</th></tr><tr><td>School Enhancement Program</td><td>8.98</td></tr><tr><td>Health & Wellbeing</td><td>0.89</td></tr><tr><td>Administrative Overhead</td><td>0.45</td></tr><tr><td>Total</td><td>10.32</td></tr></table>	Particulars	Amount Spent	School Enhancement Program	8.98	Health & Wellbeing	0.89	Administrative Overhead	0.45	Total	10.32
Particulars	Amount Spent											
School Enhancement Program	8.98											
Health & Wellbeing	0.89											
Administrative Overhead	0.45											
Total	10.32											
		Out of which 14.6 million was spent during the year. Please refer Corporate Social Responsibility report annexed to this Annual Report on pg. 80										
5	Have you taken steps to ensure that this community development initiative is successfully adopted by the community?	Please refer Corporate Social Responsibility section annexed to this Annual Report on pg. 26										

Principle 9 - Businesses should engage with and provide value to their customers and consumers in a responsible manner

1	What percentage of customer complaints/consumer cases are pending as on the end of financial year.	There are no consumer cases pending against the company as on 31 March 2022
2	Does the company display product information on the product label, over and above what is mandated as per local laws? Yes / No / N.A. /Remarks (additional information)	Not applicable. The company provides services and does not manufacture any products.
3	Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year.	In the reporting year, there were no complaints received by the company.
4	Did your company carry out any consumer survey/ consumer satisfaction trends?	During the year, the company engaged with an external agency to conduct a CSAT survey. The survey enables us to understand client's expectations, satisfaction levels and overall experience of service delivery by Quess. The feedback was collected through a mix of web surveys & telephonic calls against a structured questionnaire by the agency. The management has reviewed the report and has identified actions to improve customer experience & delight

For and on behalf of Board of
Director of Quess Corp Limited

Sd/- Ajit Isaac
Chairman

DIN: 00087168

Date: 26 May 2022
Place: Bengaluru



Registered Office

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Investor Cell

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