



Winning Together with Quess Corp

August, 2023

9 Countries



525,000* Employees

World's top 54 largest staffing firms India's one of the largest domestic private sector employer



Among the Top 10 HR tech firms by The Enterprise World Magazine 2021

Enterprise.Wight

Certified a Great Place to Work in 2023 for the fourth consecutive year

Ranked **100** In Business World real **500** in the nonfinancial sector



Ranked **137** In the Fortune India **500** list in 2021

Our operations are spread across synergistic platforms





We are one of the largest business service provider in India



Workforce Management

- General staffing across Retail, BFSI, Telecom, Industrial, etc., mostly grey collared talent
- Professional staffing services in India
 & APAC



Global Technology Solutions

- CLM solutions (Voice and Nonvoice) delivered from India and the Philippines
- Non-Voice BPO: Collections and F&A outsourcing
- Platform business:
 - Insurtech Platform in North America
 - Payroll & Compliance services
 - IT services in India



Operating Asset Management

- Facilities management solutions
 - Commercial
 - Healthcare and Education
 - Public Utility Space
 - Residential
- Manned & electronic security
- O&M services for
 - Industrials Plants
 - Power Plants
 - Telecom Network

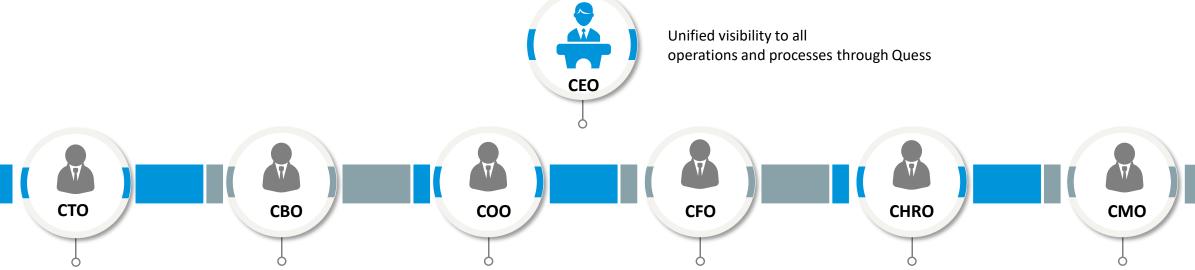


Product Led Business

- Foundit.in (earlier Monster) – Talent Marketplace
- Qjobs blue collar hiring
- Qdigi installation and after sales services
- WorQ workforce management platform
- **DASH** employee benefits platform
- Taskmo on-demand task fulfilment platform

We support all key functions, driving flexibility and productivity





IT & MOBILITY

- IT staffing solutions
- IT infra management
- Digital IT Services
- Automation and RPA
- Cyber security
- Asset tracking tools
- Workforce management tools

SALES

- In-store execution
- Feet on the street execution
- Tele sales support
- Outbound and inbound logistics

AFTER SALES SUPPORT

- Inbound support services
- Door step Installation
- Break fix services

CORE OPERATIONS

- Asset Management
- Industrial O&M
- IOT-based solutions
- Core skills training

CUSTOMER SERVICE

- Omni-channel CRM
- CRM digitisation
- Back office automation & processing
- Collections

FACILITIES & SECURITY

- Soft and hard FMS
- Food services
- Security
- Landscaping

FINANCE

- F&A processing
- Reconciliation services

HUMAN RESOURCES

- HRMS solutions
- Payroll processing and compliance
- Job Portal
- Recruitment
- Executive Search
- Labour compliance management
- HRMS solutions

MARKETING

- Market activations
- Visual merchandising execution
- Product promotions
- Field campaigns

We lead with technology and innovation



Digital Hire-to-Retire

Sourcing:

Digital sourcing via auto-hiring engines, with digital prescreening and assessment via QJobs and Foundit.in (earlier Monster)

Recruiting

End-to-end ATS ReQruit platform from mandate creation, to candidate tagging and offer generation

Onboarding:

Paperless on-boarding candidates within 14 minutes via POP (Paperless On-boarding Platform)

Payrolling:

Flow-through payroll processing and pay-slip generation on proprietary cloud-based QPay and SmartPay platforms

Compliance:

Al-driven RegTech engine, to ensure compliance with Laws

Technology-led Frontline Productivity

Digital workflow management:

WorQ WorkTech platform to remotely assign & monitor tasks, driving frontline productivity

Digitally delivered skilling:

WorQ digital skilling modules to efficiently train & continuously update employees

Processes and tooling:

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

Ensuring flexibility and higher productivity:

Taskmo is an on-demand task fulfilment platform to manage seasonal demand through a distributed network of gigworkers that ensures higher flexibility to customers at lower costs

We drive real impact at our clients













IT and NON-IT Staffing

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

~404,000 associates across 500+

skill sets & ~2500 clients

Facilities Management

Single window tech-embedded Facility **Management Solutions** 330+ Million Sq. Ft. of facilities managed

Vocational Training

India's leading vocational skilling player, creating opportunities for rural youth 70 courses, >100,000 youth made job ready

0&M

Leading industrial O&M solutions provider Technology-led tracking, scheduling and maintenance

BPO

India's leading CLM, collections and shared services provider \$3.1 billion+ Premium per annum processed



Payroll

Lading payroll SaaS and managed services provider

12.2+ million pay slips processed per year across 36 countries



Security

Man-tech security solutions with next-gen security systems 200+ cities, 19,073 security personnel, 1 command center addressing ongoing security needs



After Sales

Pan-India in-field and store-based installation and servicing 5,000+ delighted customers everyday across 600+ cities and 16,400 pin codes



IT Infra Management

Managing an organization's end to end IT infrastructure and end user support 1.35+ lakh IT peripherals managed by over 1,200 engineers across ~1,000+ locations in India

We work with the best















ESG Progress – Q1 FY24

1. The People Company

Diverse workforce: 92K (~18%) of our 511k employees (29% of Core) are women as on 31 March 2023; 16% of our Core Leadership are women (L3 & above)

Promoting inclusivity: Over 7,000 PWD employees

Nurturing work environment: Great place to work®

re-certified and accredited for inclusive practices
2023-24

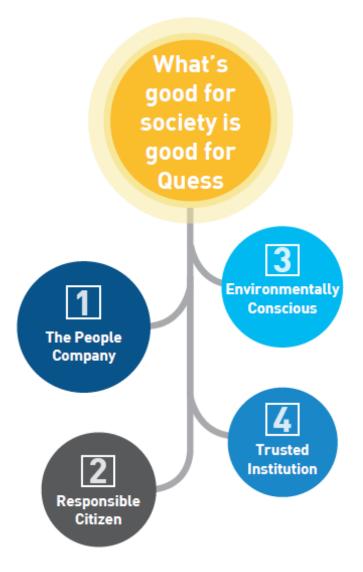
Health and wellness: Arogya World 2022 Health Workplace Award for Employee Health & Well-being.

2. Responsible Citizen

Community education: 75 schools covered &92k books distributed in FY23 under School Enhancement Programs

Community health: 12k+ beneficiaries from the health and wellness programs with over 4k dental & 2k vision cases treated in FY23

School upgradation: 75 schools and 17k+ students benefitted from buildings & playgrounds being maintained





















3. Environmentally Conscious

Environmentally positive:

~300k devices repaired /refurbished by Digicare in Q1FY24

~60 lakh pages saved due to digital onboarding of associates (POP) in FY23

Responsible waste management:

7.3+ Kgs of e-waste responsibility disposed and over 7.5k+ Kgs of paper waste recycled

Climate Science Commitment:

Committed to SBTi near-term emission reduction target by FY25

4. Trusted Institution

Robust code of conduct:

Nil Whistleblower/ Data Privacy/ Cyber-security/ Human Rights complaints filed during the year

Quality and Information security:

Quess 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 SIEM Tool & VAPT done for over 20 applications to strengthen our security posture

Safety Incident Management through WorQ & UHD (Unified Help Desk) for associates

Awards and Recognitions





Ranked 2 Amongst India's largest employers by Burgundy Private Hurun India 500, 2022



Ranked 54 In SIA's top 100 largest global staffing firms in 2022



Certified a Great Place to Work in 2023 for the fourth consecutive year



Top 5 Women Employers in India by Burgundy Private Hurun India 500, 2021



India's 40 Best workplace in Health and wellness 2022



Accredited for Inclusive practices by Great Place to Work March 2023 to March 2024



Ranked 100 In Business World real 500 in the non-financial sector



Among the Top 10 HR tech firms by The **Enterprise World Magazine** 2021



Diversity Champion (Search & Staffing) LinkedIn Talent Awards 2021



Recognised as one of the most promising brands by ET in 2021



Ranked 137 In the Fortune India 500 list in 2021



Top **100** best companies to work for in India, 2022







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About Quess Corp

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

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

Our passion for delivering exceptional services, augmented by proprietary digital platforms, has strongly established our credentials as India's largest employer in the private sector and the biggest integrated business services provider in the country. We are proud to achieve this success as a 15- year old start-up.

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

Established in 2007 and headquartered in Bengaluru, Quess today has unmatched geographic presence and scale with more than 96 offices across India, South East Asia & North America, backed by technology-intensity and domain specialization to create unmatched service experiences.

Learn more about us at

www.quesscorp.com



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