



**QUESS**  
WINNING TOGETHER

**ESG Report 2022-23**

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To view the online version of the  
**Sustainability Report**  
please scan the above QR code

**Note:** please print, only if it is required.

## Message from the CEO

Since the very inception of Quess, ESG has been an integral part of our core values and existence. We constantly strive to provide employment opportunities for the society, while improving our customer's productivity through our diversified businesses.



### Dear Stakeholders,

The past year was challenging for everyone, including our customers, Associates, employees, and the community. Yet, the resilience of our stakeholders helped us achieve a 25% revenue increase (YoY) despite market challenges. We remained committed to our purpose, adding 74k employees in FY23 (17% YoY growth), crossing half a million employees. This exemplifies our spirit of winning together. Post-COVID, we adapt to an ever-changing world with a digital-first approach and operational scale for quick customer service.

This year's ESG Report highlights our progress across all 4 pillars. Meaningful initiatives are showcased in the Environment, People, and Governance sections, emphasising our dedication towards sustainability and trust-

building.

Working towards a sustainable world, we prioritise addressing climate change despite being a low carbon-intensive business. We're mindful of our carbon footprint and consistently aim to reduce carbon intensity.

Building a productive workforce is crucial. Diversity and inclusion are key to utilising society's collective strengths. We've achieved a woman representation of 92K employees through strategic hiring and initiatives like QWEEN, GROW2.0, and Return to Work. Upskilling remains a priority and through Quess Learning Festival, our digital platforms are equipped with various learning modules for greater productivity.

We acknowledge our responsibility towards society goes beyond our business operations. Through CareWorks Foundation (CWF) we have

been able to positively impact over 17k students across 75 schools, with focused programs on school upgradation, student enrichment, health and wellbeing of children

We strive to delight our Customers, nurturing trusted brands with purpose and proposition. I thank the Board, Shareholders, and Employees for their commitment. Gratitude goes to our Partners, Vendors, and Associates for their resolute support as we embark on the next phase of Quess's growth.

Warm Regards,

**Guruprasad Srinivasan**  
Executive Director & Group CEO

## Messages from our Leaders

“

Our pursuit of business sustainability is reflected in our workforce diversity, which comprises over 92,000 employees. We are continually reducing our carbon footprint through various initiatives. Our unwavering commitment to progress propels us forward, as we aim for an ambitious 20% reduction in emission intensity by FY 2025, with the aim of leaving a positive impact on the environment for future generations.

”



**Kamal Pal Hoda**

Group – Chief Financial Officer



**Ruchi Ahluwalia**

Group – Chief People Officer

“

We are constantly striving to build a culture of accountability, trust and sustainability by taking responsibility of our actions. Our actions are guided by our core values and our Brand promise. We believe in doing good to the society and environment while doing well for our customers and each Quessian is confident and perseverant about our ESG journey.

”



# Awards and Recognitions



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



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



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



India's **40** Best  
workplaces 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 **34** companies  
by Arogya World Healthy  
Workplace **2022**, for champion-  
ing Workplace Health

## Awards and Recognitions (Clients)



# About The Report

Organically we continue to remain an ESG centric company through our Global operations & value proposition.

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 FY 23 from April 1 2022- March 31,2023, for Quess and its subsidiaries in India. Allsec Technologies Ltd. (a Listed Company) has been excluded from the reporting boundary, as the entity reports its own sustainability.

## 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.



# Winning Together

**Purpose** - To build a leading institution that enhances client productivity through outsourcing and optimizing key business processes, while becoming 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%



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



## About The 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 15 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 80 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.

# ESG Highlights

## Environment

**9.9** Million sq.ft

Green spaces maintained

## Social

**92K**

**28%** Core

**18%** Associates

Women Employees

## Governance

**NIL**

Whistleblower, Data Privacy, Cyber Security & Human Rights complaints in FY23

**1.5** Million+

Devices repaired / refurbished in FY23

**6K+**

PWD Employees

**Cyber Security Council**

With C-Suite level oversight

**7.5K+** Kgs  
Paper Waste

**7.3K+** Kgs  
e-Waste

Disposed responsibly for recycling

**75** Schools

**17K** Students

Benefited from CWF initiatives

**Safety Incident Management**

WorQ enabled to track incidents



# 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 skilled resources with a digital-first approach to deliver customised business solutions. From 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.



## Workforce Management

### General Staffing

Retail, BFSI, Telecom, Industrial, etc, mostly grey collar talent

Professional staffing services in India, APAC and North America

Taskmo on-demand task fulfillment platform



## Global Technology Solutions

### CLM Solutions

[Voice and Non-voice] delivered from India and Philippines

### Non-Voice BPO

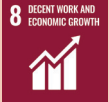
Collections and F&A outsourcing

### Platform Business Insurtech Platform

North America

**Payroll** services

**IT services** in North America and India



## Operating Asset Management

### Facilities management solutions -

Commercial, Healthcare and educationa Public utility space

### Manned and electronic security

### O&M services for

Industrial plants  
Power plants Telecom network



## Product Led Business

### foundit [formerly Monster APAC & ME]

Job portal.

### Qjobs

Blue collar hiring

### Digicare

Installation and after sales services

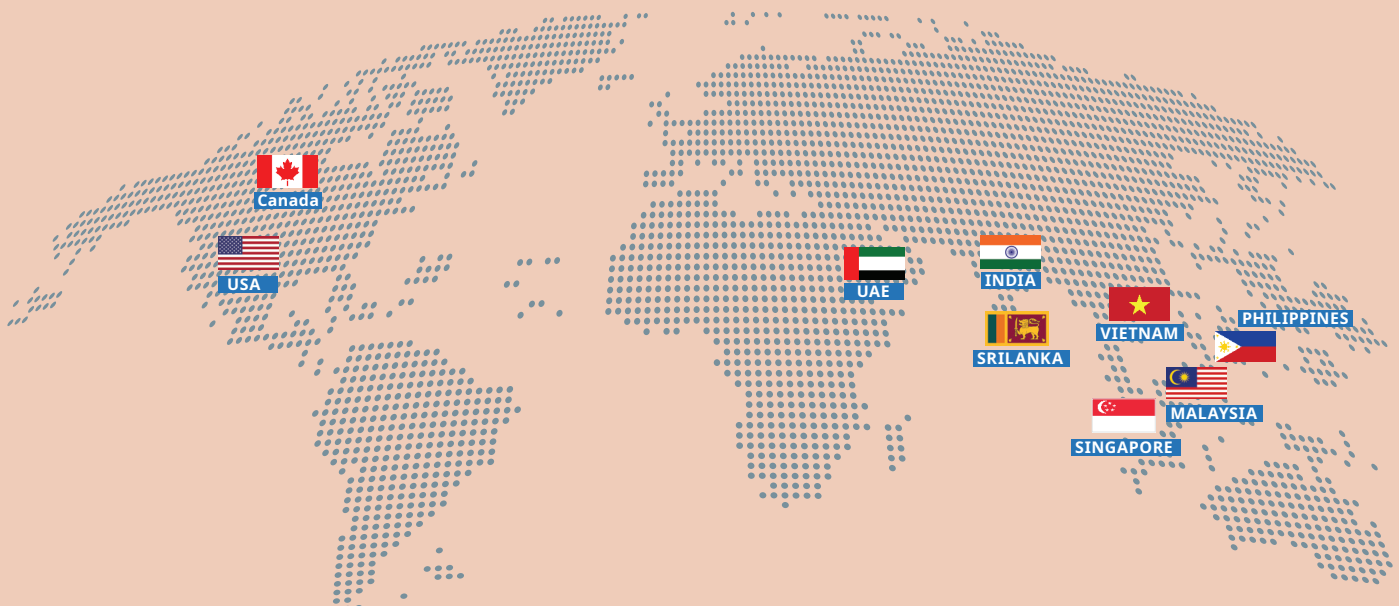
### WorQ

Workforce management platform

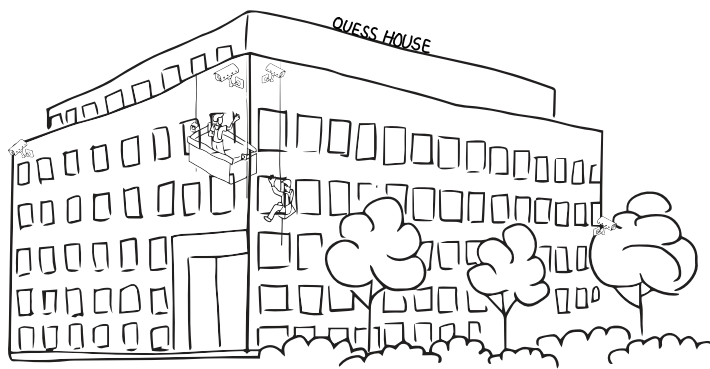
### DASH

Employee benefit platform

## Our global footprint



# Quess Services at a Glance



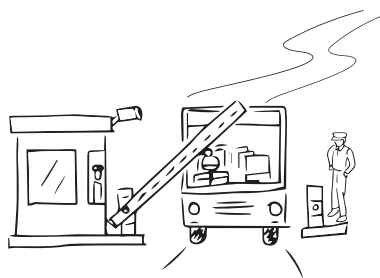
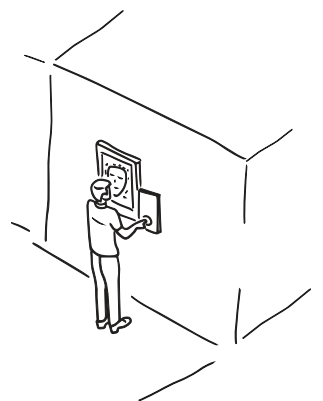
**GREENPIECE**  
LANDSCAPE • ENVIRONMENT  
A **Q**UESS COMPANY



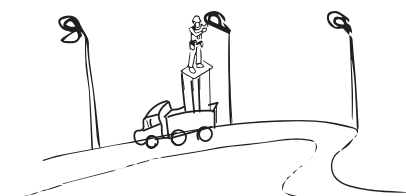
**QUESS**  
**IFMS**  
A **Q**UESS COMPANY



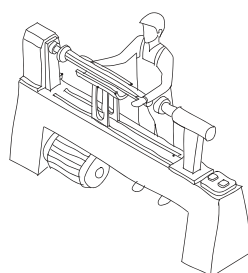
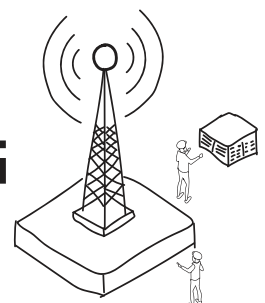
**TERRIER**  
SECURITY SERVICES  
A **Q**UESS ASSOCIATE COMPANY



**Hofincons**  
A **Q**UESS COMPANY



**VEDANG**  
CELLULAR SERVICES  
A **Q**UESS COMPANY





**Chef on Wheels**  
A QUESS COMPANY



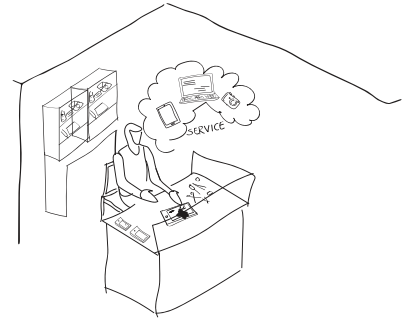
**foundit**  
FORMERLY MONSTER



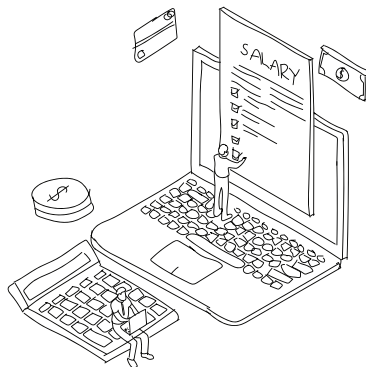
**QUESS**  
SEARCH & RECRUITMENT  
A QUESS COMPANY



**DIGICARE**  
SERVICES  
A QUESS COMPANY



**Qtek**  
Systems  
A QUESS COMPANY

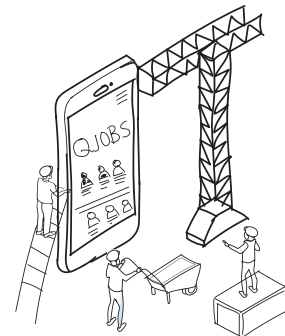


**ALLSEC**  
TECHNOLOGIES  
BUILDING LASTING RELATIONSHIPS  
A QUESS COMPANY

**worQ**



**heptagon**  
A QUESS COMPANY

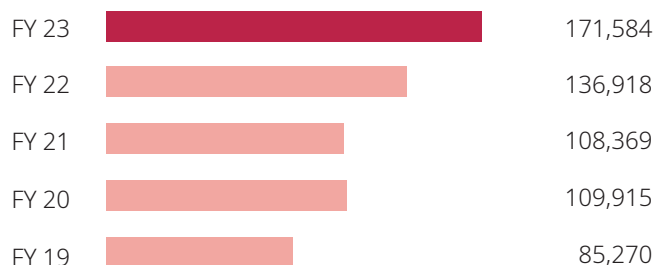


**Qjobs**

# Financial Highlights

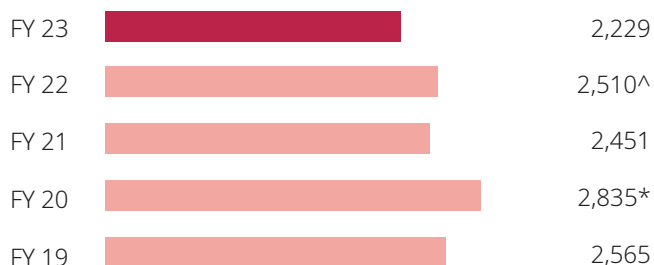
## Revenue from operations

(₹ in millions)



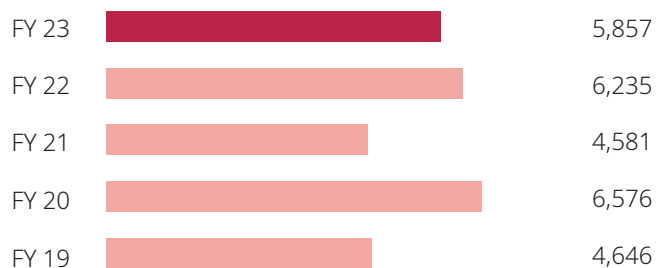
## Operational PAT

(₹ in millions)



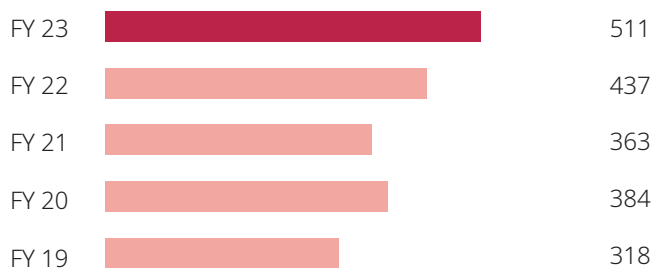
## EBITDA

(₹ in millions)



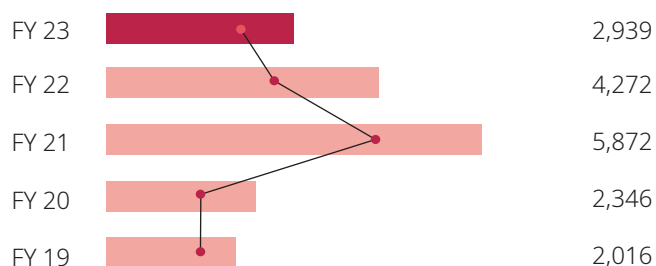
## Total Headcount

(in thousands)



## OCF and % of OCF/EBITDA conversion

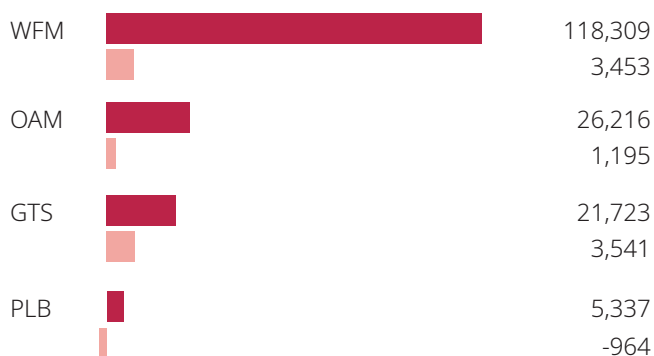
(₹ in millions)



■ OCF      ● OCF/EBITDA conversion

## Revenue and EBITDA Mix

(₹ in millions)



■ Revenue      ■ EBITDA

^ Reported PAT for FY22 includes extraordinary ECL of ₹ 450 million for FY'22.

\* Reported PAT for FY'20 is ₹ (4,319) million down 268% YoY including one off exceptional items on account of Goodwill/intangibles impairment and change in tax regime

# Operational Highlights

## Employees



## Women Employees/Associates



Clients



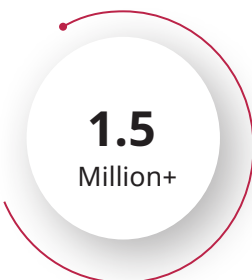
PWD  
associates



Offices Globally



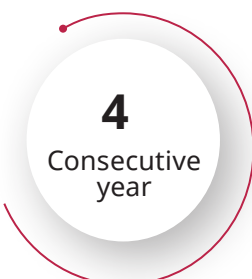
Indian Cities



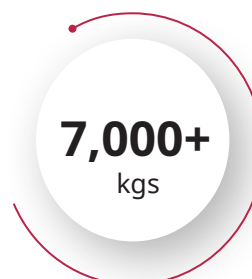
Devices  
repaired /  
refurbished  
by Digicare



Amongst  
India's  
largest  
employers by  
by Burgundy  
Private Hurun



Certified a  
Great  
Place to Work  
in 2023



Each of paper  
&  
e-waste  
responsibly

# Creating Sustainable Value

Our business goals are woven with creating sustainable value for all our stakeholders. We strive to create impactful employment opportunities, which will positively impact every section of society. Our growth ambitions, coupled with our responsible business practices and governance help us strive ahead

## Our ESG Framework with highlights for FY23

**Diverse workforce:** 92K Women Employees (28% Core & 18% Associates)

**Promoting inclusivity:** 6K+ active PWD employees

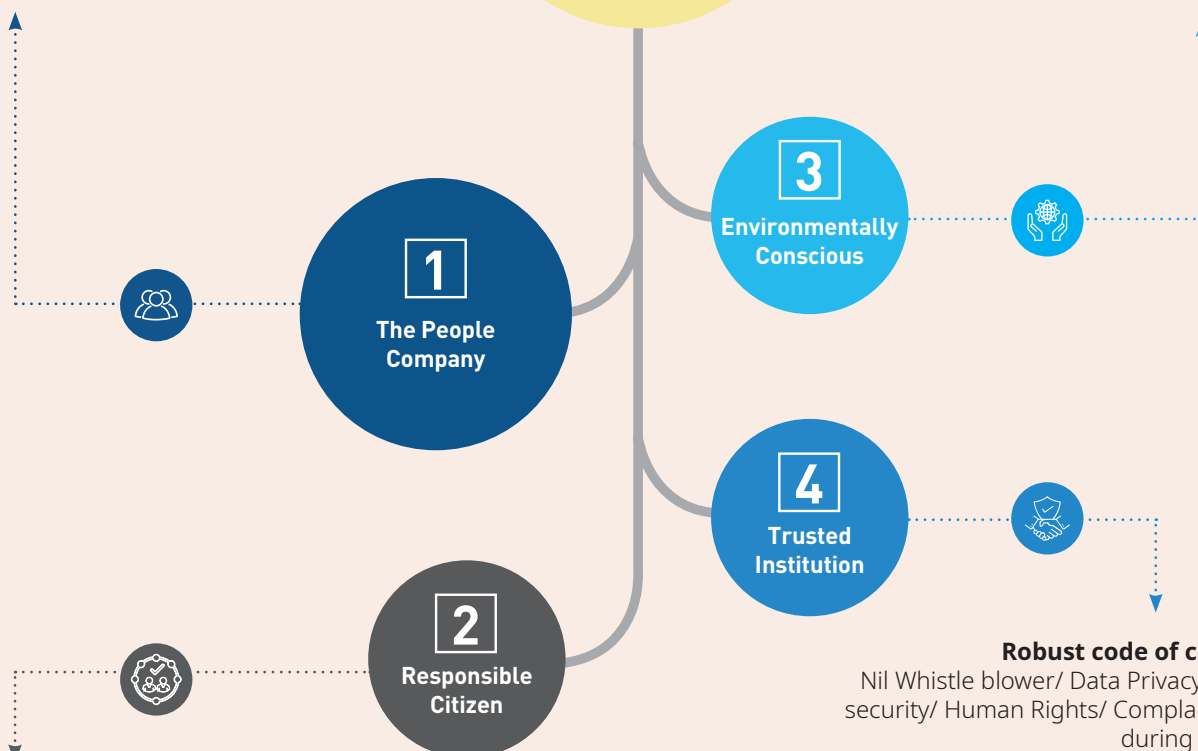
**Nurturing work environment:** GPTW accredited for inclusive practices 2023-24

What's good for society is good for Quess

**Environmentally positive:** Over 1.5 million devices repaired / refurbished by Digicare

**Responsible waste management:** 7.3K+ Kgs of e-waste & 7.5K+ Kgs of paper waste responsibility disposed for recycling

**Climate Science Commitment:** Committed to SBTi near-term emission reduction target by FY25



**Community education:** 75 Schools covered under school enhancement programs

**Students impacted:** ~ 17K from School upgradation

**Community health:** 12K+ beneficiaries from the health and wellness programs

**Robust code of conduct:** Nil Whistle blower/ 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

**ESG Evolution:** Specific ESG targets to drive and implement our ESG strategy



# 1. The People Company



## Diversity & Inclusion

At Qess, we believe that what benefits society benefits us. Our business initiatives and ESG principles reflect this. Our people are our core strength. Diversity and inclusion are critical to representing and utilizing the collective strengths of society. To this end, we have taken steps to increase the representation of women in our workforce to over 92k women employees, with 28% in Core and 18% in Associate roles. Our efforts include targeted hiring and mentoring programs like QWEEN, GROW2.0, and Return to Work. We have also been recognized for our highest e-nomination filed by female employees. Our Equal Employment Opportunity Policy creates a fair and equitable workforce where everyone is valued and given equal opportunities for development. We have 6.6K active People With Disabilities (PWD) deployed across 9 disabilities to promote diversity and inclusivity while delivering excellent customer service.

# 92K+

Women Employees

# 28%

in Core

# 18%

in Associates

# 6K+

PWD Associates

## Mobilizing talent for Secure jobs

Qess is committed to creating a more equitable and sustainable workforce. Over the years, our organization has experienced remarkable increase in employee headcount and has reached over 500k in FY23, catering to the needs of 3K+ clients across 4 platforms. Looking ahead, with the ongoing formalisation of the Indian economy, we anticipate significant workforce migration from the informal to formal sector in the next decade. Our emphasis on inclusivity, coupled with our digitization initiatives enabled us to connect with 190K+ individuals from region beyond Tier 1 and Tier 2 cities. In FY23, we were able to extend our social security benefits to 234K+ additional employees.



## Digitizing job discovery

We are accelerating the digitizing job discovery, which involves leveraging digital technologies and platforms such as QJobs and Foundit to provide job seekers with innovative tools and resources for finding employment opportunities more efficiently and effectively. Our innovative features such as video resumes, resume writing, interview mentorship, etc. helps job seekers to create enhanced content for introducing themselves and showcasing their skills and experience. These platforms have been made available on multiple devices and in various Indian languages, making it easier for users from different region to use these platforms. QJobs is specific for blue-collar job seekers, and is facilitating over 8.8 million recruiter candidate interactions with 5.7 million active job openings. While our white-collar employment platform Foundit, (formerly Monster) has experienced significant growth, with it's recruiter searches crossing over 7.9 million in the past year serving more than 8K+ clients.

**Qjobs**

# 2

Million+  
Candidates

# 5.7

Million+  
Job openings

# 2.4

Million+  
Candidates upskilled

## 2. Responsible Citizen



### ESG beyond organizational boundaries

In order to ensure that our business operations are aligned with ESG principles, we expanded our focus beyond internal policies and practices to include our vendors. As a part of our vendor on-boarding process, we requested their commitment to ESG values and adherence to our code of conduct policy. We are working towards achieving 100% new ESG compliant vendors. Additionally, 23% of our materials were directly sourced and obtained from MSMEs, indicating our commitment to support and empower local businesses.

### Societal Impact

We are committed to making a positive impact on society through our CareWorks Foundation (CWF), particularly in the areas of health and education. Our primary objective is to promote the well-being of the community by initiatives that support the development of a healthy and educated workforce.

A comprehensive Corporate Social Responsibility (CSR) program that encompasses five distinct programs, Student Enrichment, School Upgradation, Health and Well-being, Teacher Mentoring, and Employee Engagement implemented across Karnataka and Tamil Nadu.

For detailed information of our CSR initiatives and impact, refer CSR section of this Annual Report on page 25

# 12K+

Students screened for health & well being

# 75

Schools  
Benefitted from the School upgradation Program

# 72

Schools  
Benefitted from school health program

# 92K+

Notebooks distributed

# 90

Scholarship  
Given

# 23%

Sourced from MSME Vendors





### 3. Environmentally Conscious

By nature of the services provided by Qess Corp Limited, we are organically a low carbon intensity business. However, we are committed to further reducing our environmental impact and promoting sustainability in all our operations. To achieve this, the company has implemented various measures to minimize waste, reduce energy consumption, and promote the use of eco-friendly materials.

We have implemented waste management initiatives to minimize the amount of waste generated and promote sustainable waste disposal practices. 7.5 K+ kgs of paper waste and 7.3 K+ kgs of E-waste disposed in an environmentally responsible manner. Our Digicare business repairs and refurbishes electronic devices. This helps to extend the life of electronic devices and reduce e-waste. Over 1.5 million devices repaired/refurbished by Digicare serves as a measure of the company's success in reducing electronic waste.

Qess has committed to setting near-term GHG emission targets through the Science-Based Targets initiative (SBTi). Our subsidiaries, QITS, Terrier, and IFMS are certified with ISO14001:2015, Environmental Management Systems. Further, we have maintained 9.9 million+ Sq.ft of green spaces across India in FY23 which helps in promoting biodiversity and mitigate the urban heat island effect.

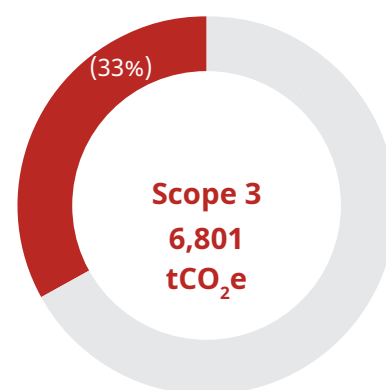
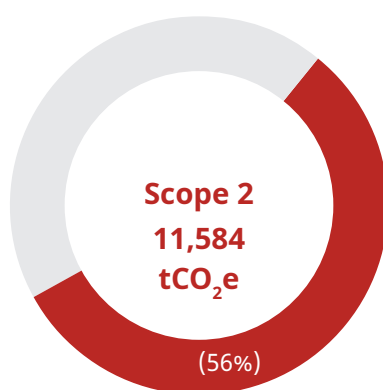
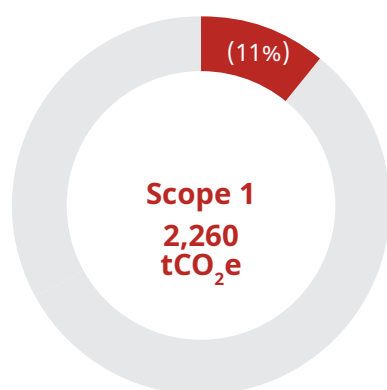
We are committed to sustainable practices and have recently concluded a comprehensive organization-wide exercise to record Scope 1, Scope 2, and Scope 3 emissions. This exercise is carried out for our Indian operations and subsidiaries. By calculating the total emissions of the company, we are able to identify areas of improvement and develop strategies to reduce its carbon footprint. The exercise involved collecting data from various sources, including fuel, refrigerant and energy consumption records, and travel data. Our total emissions for the year is estimated at 20,645tCO<sub>2</sub>e

**1.5** Million+  
devices repaired/refurbished by  
Digicare

**7.5K+** kgs  
of paper waste responsibly  
disposed

**7.3K+** kgs  
of E-waste responsibly disposed

**9.9** Million+  
sq. ft of green space maintained





## 4. Trusted Institution

### Corporate Governance

We are committed to upholding high standards of corporate governance in all our operations. The company has implemented various measures and policies to ensure compliance with relevant laws, regulations, and ethical standards.

The company has implemented policies related to various aspects of corporate governance, such as code of business conduct and ethics, Prevention of Sexual Harassment (POSH), anti-bribery and corruption, whistle blower, customer service, risk management, IT security, health and safety, and grievance redressal. These policies are designed to promote business ethics and ensure compliance with relevant laws and regulations. The company also has a zero-tolerance policy for any violations of its policies, and any cases of non-compliance will be promptly addressed. This ensures that the company's operations are conducted in a responsible and ethical manner.

Kindly visit for our Corporate Governance policies: <https://www.quessecorp.com/corporate-governance/>

In an effort to promote and uphold good governance practices, our board sub-committees, such as Audit Committee, Ethics Committee, CSR (Corporate Social Responsibility) Committee, Stakeholders Relationship Committee, Risk Management Committee, etc. These sub-committees have the responsibility of ensuring that our policies are implemented with integrity and that all necessary corrective actions are promptly taken.

### Information Security and Data Privacy

Our company has recognized the significance of information security and data privacy within the organization, and as such, we have taken several measures to ensure the safety and security of our data. We have information security and data privacy policies that outline detailed guidelines and processes to ensure compliance and security as we continue to grow our digital presence. Further, all employees annual sign-off on these policies through mandatory digital training sessions.

Our Privacy Statement published on our website (<https://www.quessecorp.com/privacy-statement/>) outlines how personal information is collected, processed, stored and transferred. Further, the data privacy rights of various stakeholders such as Candidates, Customers, Vendors & Shareholders are clearly outlined for greater transparency across all our businesses and platforms.

To ensure the security of our critical applications and the protection of our remote workforce, we conduct VAPT (Vulnerability Assessment Penetration Testing) to constantly identify and address any vulnerabilities of our applications. Additionally, we have moved all our applications to a cloud environment, ensuring that our business can operate seamlessly in remote areas. We have also deployed Security Information and Event Management (SIEM) tools to monitor and secure our network against both known and unknown threats. Furthermore, to oversee our cybersecurity efforts, we have established a 10+ member council chaired by our Chief Digital Officer, respective platform and business IT Heads which meets quarterly to assess and improve our security posture and protocols.

The company conducts regular IT audits and ISO certifications to ensure that all our systems are secure and up to date.

### Key Highlights

Quess Corp is **ISO 9001:2015, ISO 27001:2013**

IFMS is **ISO 9001:2015, ISO 14001:2015, ISO 45001:2018**

QITS is **ISO 9001:2015, ISO 27001:2013, ISO 14001:2015, ISO 45001:2018, and ISO 37000:2016**

Terrier is **ISO 9001:2015, ISO 27001:2013, ISO 14001:2015, and ISO 45001:2018**

**Nil complaints** received by the Data Information Officer

**UHD Unified Help Desk** for resolution of workforce grievances

**Safety Incident Management Tool** for resolution of incidents

Visit our sustainability webpage link: <https://www.quessecorp.com/sustainability/>





# Environment

Reducing Carbon footprint

Recycling of Waste

Commitment to Climate Change

# Reducing Carbon Footprint

## Climate Change Risk Mitigation

Recognizing the interconnectedness between climate change and our business activities, we have taken proactive measures to identify and mitigate specific risks associated with this relationship. Our ESG report emphasizes the importance of climate change risk mitigation as a fundamental element of our sustainability strategy. This report aims to provide a comprehensive overview of our efforts to assess, manage, and mitigate the risks linked to climate change. It showcases our dedication to addressing the challenges presented by a shifting climate and ensuring enduring resilience for our business and stakeholders.

## Emissions

As we strengthen our commitment to improving quality of life and environmental well-being, the potential of our industry to demonstrate how an asset-light company can lead the way in reducing greenhouse gas (GHG) emissions becomes evident. Recognizing the significance of emissions in



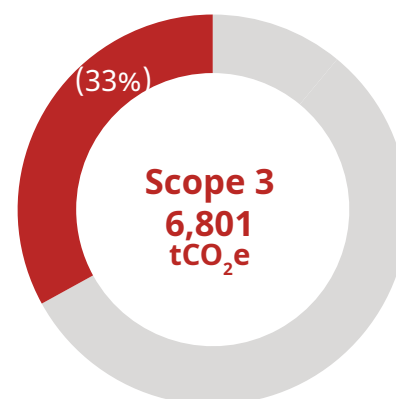
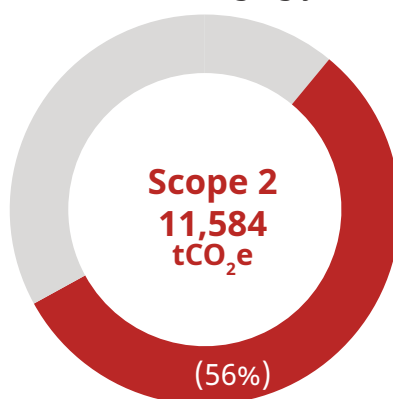
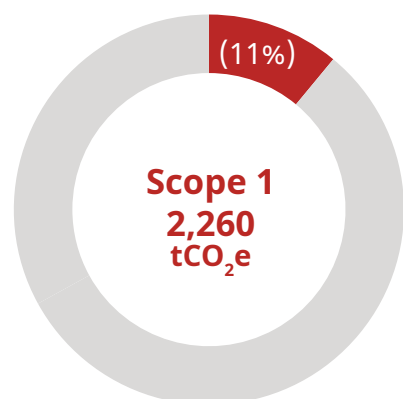
relation to our operations and their environmental impact, this report provides transparency and accountability. It highlights our efforts to measure, manage, and reduce our emissions footprint as a critical component of our Environmental, Social, and Governance (ESG) framework. By addressing emissions in this report, we unequivocally demonstrate our commitment to environmental stewardship and sustainability.

We have conducted a comprehensive organization-wide assessment to establish the baseline for our Scope 1, Scope 2, and Scope 3 emissions. This assessment has provided valuable insights into our current position in relation to targeted reductions. The evaluation encompassed the operations of Qess and its subsidiaries in India, spanning across all our facilities. Encouragingly, we

have successfully achieved a reduction in emission intensity by 10%, working towards our target of a 20% reduction in emission intensity by FY 2025.

## Methodology

The computation process adhered to internationally recognized standards such as the GHG protocol, IPCC guidelines, and the India GHG Inventory Programme. Baseline data was collected for the fiscal year 2023, encompassing various parameters such as electricity and diesel consumption, refilling of refrigerant gases, employee commute, and business travel. By employing these comprehensive metrics, we ensured a thorough assessment of our emissions footprint and considered multiple aspects of our operations to gain a holistic understanding of our environmental impact.



## Environmental Initiatives

Due to the nature of the services provided by Qness Corp Limited, our business inherently operates with low carbon intensity. However, we remain committed to continuously identifying opportunities for reducing our environmental impact. Throughout the year, we have implemented a range of organization-wide initiatives aimed at minimizing our emissions. These efforts underscore our unwavering dedication to sustainability and exemplify our proactive approach to aligning our operations with environmental objectives.

## Waste Management

We are dedicated to promoting a circular economy by implementing strategies that minimize waste production. Within our facilities, we meticulously monitor both hazardous and non-hazardous waste, ensuring proper separation at the source, and complying with local regulations for storage and disposal. To ensure responsible waste management, we collaborate exclusively with authorized recycling partners.

## Paper Waste Management

Through the use of our diverse array of digital and app-based recruitment platforms, we have made significant progress in reducing our reliance on paper. Our strong commitment to sustainability has led us to digitize the entire onboarding process for our employees, resulting in substantial reductions in paper consumption. Additionally, we have formed strategic partnerships with specialized service providers to extend

our environmental initiatives beyond recruitment. Through these collaborations, we have successfully recycled more than 7.5Kgs+ of waste paper, making significant strides in reducing our ecological footprint across various aspects of our business operations.

## Asset Management Tool

We have implemented an asset-tracking tool that has revolutionized the way we manage assets. This tool has made a significant contribution to building a more sustainable future. In FY 2023, we successfully deployed a total of 139K+ assets using this innovative tool. Through precise tracking, we have effectively eliminated asset misplacement or loss, resulting in improved efficiency and substantial cost savings.

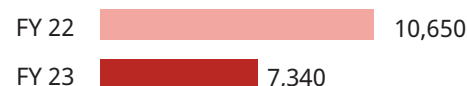
One notable benefit of this application is its ability to ensure a 100% audit-proof asset tracking process. By capturing and reconciling data within the app, we have achieved transparency and accuracy, eliminating the need for manual record-keeping or paperwork. This streamlined our operations, significantly reducing the risk of errors or discrepancies and generating a positive environmental impact.

With the adoption of this app, we have completely eliminated the use of stationery for printing asset acknowledgments. As a result, we have saved 140K sheets of A4 paper, which is equivalent to saving approximately 20 trees. Moreover, this has reduced our carbon footprint by 8.4 tCO<sub>2</sub>e, including the electricity required during manufacturing, the paper's lifespan, and its disposal in a landfill.

## E-waste Management

In our commitment to minimizing the environmental impact of our core operations, we are actively expanding our portfolio of environmentally beneficial initiatives. Digicare, one of these ventures, has emerged as a leading provider of B2B installation and break-fix services. During FY23, Digicare achieved a remarkable milestone by repairing 1.5 million devices, including mobile phones, televisions, air conditioners, washing machines, and other products. We prioritize responsible e-waste management and have successfully disposed of over 7 tonnes of electronic waste through authorized agencies.

### E-waste (In kg)



### Paper Waste (In kg)



### Number of Devices Repaired/Refurbished by Digicare (In Million)



### Number of devices repaired/refurbished in FY23 (In lakh)



## Green Spaces

In our commitment to preserving green spaces, we have dedicated our efforts to maintaining and enhancing the natural environment through our landscaping business. Leveraging our expertise in horticulture, we specialize in creating visually appealing



spaces that not only enhance employee productivity but also contribute to the preservation of our customers' operational surroundings. In FY23, Quess effectively maintained a total of 9.9 million square feet of green spaces across India.

### Energy Efficiency

The company has successfully implemented a diverse range of energy efficiency initiatives in all of its offices. Furthermore, proactive measures have been taken to consolidate and relocate 10 offices into 7 energy-efficient buildings, reinforcing our dedication to sustainable practices. Currently, over 10 percent of our offices are equipped with energy-efficient devices and utilities rated 4 stars and above. By FY25, our goal is to increase this percentage to 70%, further advancing our commitment to energy conservation.

### Impact of emission reduction initiatives

Initiative	Initiative Type	Scope Impacted	Estimated annual tCO <sub>2</sub> e savings
Service and Maintenance of DG	Resource efficiency	Scope 1	140.31
Managing energy usage by temperature controls for air conditioners	Resource efficiency	Scope 1	992.51
Switch On & Off policy	Resource efficiency	Scope 2	358.55
Consolidation of buildings to energy efficient buildings	Resource efficiency	Scope 2	124.59
Shredding and recycling of over 7K kg paper waste	Recycling	Scope 3	21.60
Digitization of our on-boarding process (~3K employees)	Waste reduction	Scope 3	27.84
Authorized dismantling and recycling of over 7k kg of E-waste	Recycling	Scope 3	11.02
Asset Management Tool	Resource efficiency	Scope 3	8.40
		<b>Total</b>	<b>1,684.82</b>

### Looking Ahead on Our Climate Journey

While Quess operates as a business with low carbon intensity, we recognize the importance of minimizing our carbon footprint and are committed to continuous reduction. In FY 2023, we conducted detailed emissions assessments for our India business, continually improving our assessment process each year. Our ongoing initiatives during the reporting period have played a significant role in reducing emissions, contributing to broader sustainability efforts and creating a positive impact on the planet.

We have successfully achieved a 10% reduction in emission intensity, and our determination to make further progress remains strong as we strive to reach our target of a 20% reduction in emission intensity by FY 2025. In the upcoming year, we have developed comprehensive plans to introduce targeted incentives for our management personnel who have key responsibilities in line with our emission reduction targets. These incentives will encourage and reward their active involvement in driving sustainable practices within our organization. Additionally, we will implement Key Result Areas (KRAs) focused on climate-related aspects for employees in relevant departments. This strategic approach aims to align individual performance goals with our broader commitment to mitigating environmental impact. By providing incentives and empowering our workforce, we can foster a culture of sustainability and collaboration in achieving our emission reduction goals.

In FY 2023, Quess made a firm commitment to the Science Based Targets initiatives (SBTi), aligning our efforts with the goal of limiting global warming to 1.5 degrees Celsius. As part of this commitment, we are actively developing a comprehensive transition plan. This plan will outline the necessary steps and strategies to reduce our greenhouse gas emissions and achieve our SBTi targets. By embracing this broader context and aligning with scientifically driven goals, we aim to play our part in addressing the urgent challenges posed by climate change and contribute to a sustainable future for all.



# Social

Creating Opportunities

Sustainable Value

Enriching Lives

# Our Employees

## Creating Opportunities

At Qess, our commitment to equity and sustainability has led to significant employee growth, crossing half a million employees as of FY23. Our reputation for exceptional services caters to over 3K+ clients across nine countries, meeting the diverse needs of a global market. Innovative digitization initiatives connect with an impressive 190K+ from regions beyond Tier 1 and 2 cities. By leveraging diverse talents, we position ourselves as a leader. In FY23, we extended social

## Testimonials

“

“First things first – Lending an ear! This is what Embrace does.

Considering the unique challenges faced by women and solving it through a combination of mentorship, training workshops and ongoing support speaks volume about the company culture at ‘foundit’. Initiatives like ‘EMBRACE’ are designed to recognize the value of gender diversity in the workplace which ultimately foster the professional and personal development needs of us – What can be better than that?”

”



**Priyanka Lakhmani,**  
foundit

“

“I’m a second-year Political Science(Honors) student with a dream of becoming a history lecturer. Financial issues made it seem impossible until I joined Qess Corp six months ago. Inspired by my father’s hard work as a parking attendant near Qess Delhi office, I joined to support my family.

Initially, retail promotion was challenging and unappealing. However, I realised it provided financial independence and supported my studies. Qess enabled me to work hard, achieve goals, and find happiness.

Working at Qess exposed me to real-life work and taught me valuable skills for my future career. This experience strengthened my confidence and belief in achieving my dreams.

I’m grateful to Qess for financial independence, continued studies, and family support. I recommend Qess to anyone seeking to work hard and achieve their goals.”

”



**Shubhanjali Kanjolia,**  
General Staffing



“

“I’m a 12th pass with ongoing graduation from IGNOU. Previously a data entry operator, I lost my job when the project closed. Unsure of my next steps, a friend suggested joining Quess. After an interview, I received a surprising call within 7-10 days, securing the job. Quess has been an incredible company, and I haven’t looked back. Quess greatly aided my personality development, teaching effective communication with managers and colleagues, and seeking help when needed. The interviewer sought hard work and a willingness to learn, which boosted my self-confidence. I’m

grateful to Quess for the opportunity during my time of need.”



**Sandeep Kumar,  
General Staffing**

”

“

As a Quess employee, I’m proud to be associated with the company. It’s been a transformative chapter in my career. Quess, a renowned service provider and brand, needs no introduction as one of India’s largest private employers. I always feel supported and motivated while wearing the Quess uniform. Staying connected with top management has been a prestigious aspect of my experience, providing invaluable insights and guidance. Quess contributes significantly to technological development, and the words and actions of our top management are thought-provoking. Quess believes in embracing technology and fostering innovation, which enhances professional growth. The landscaping professionals are efficient, courteous, and supportive, assisting me in completing assignments. Working in a customer-oriented business has broadened my understanding of terms, technology, and targets. In the Quess uniform, transparency is more than just a concept; it’s a reality on and off the field. I am learning the importance of teamwork and collaboration, as we strive to win together at Quess.



**Ravindra Kumar, Dep.GM,  
Operations & Maintenance,  
Hofincons**

”

“



**Sanjay Narayan Thambe,  
Head - Quality & OHS,  
Vedang Cellular Services**

During my 5 year tenure at Quess, I have been truly impressed by several key aspects. The culture of empowerment has given me the freedom to take ownership of my work and make a meaningful impact. The motivation instilled by the leadership team has been a constant source of inspiration. The competency development program has provided valuable opportunities for growth and skill enhancement and the Reward and Recognition program has fostered a culture of appreciation and excellence. Quess’s strong governance mechanism ensures ethical practices and transparency. Lastly, the passion displayed by the top leadership team has been truly inspiring. Quess has been an exceptional organization in every way.

”

## Diversity & Inclusion

Diversity and inclusion are core values ingrained in our organization. They enhance our company culture and improve outcomes. We constantly strive for a culture of equal opportunities and celebrate employee diversity.

### All-Inclusive Workforce: Empowering Employees

Qess focuses on people, providing opportunities that foster belonging, creativity, innovation, and overall performance. Foundit, our white-collar employment platform, offers 15K+ job openings exclusively for women. 92k employees of our workforce are women, with 28% Core & 18% Associate Employees are women. 6K+ of our workforce are PWD

### DEI Week: Celebrating Diversity, Equity, and Inclusion

Qess organized DEI Week, promoting fair treatment and valuing individuals regardless of race, ethnicity, gender, disability, or other characteristics. The event, held from 6-10 March, 2023, honored distinct aspects of DEI principles. It reflected our commitment to creating a workplace that respects and supports every individual,

### Empowering Women at Qess True Equity Survey

To actively listen to our employees, Qess launched the True Equity survey for women. It gathers feedback and suggestions to create a more equitable and supportive workplace.



# 98%

Qess is a safe place for Women

# 97%

Qess Represents an Inclusive brand image

# 95%

We will refer our friends and family

# 96%

Qess leadership team believes in Diversity

# 95%

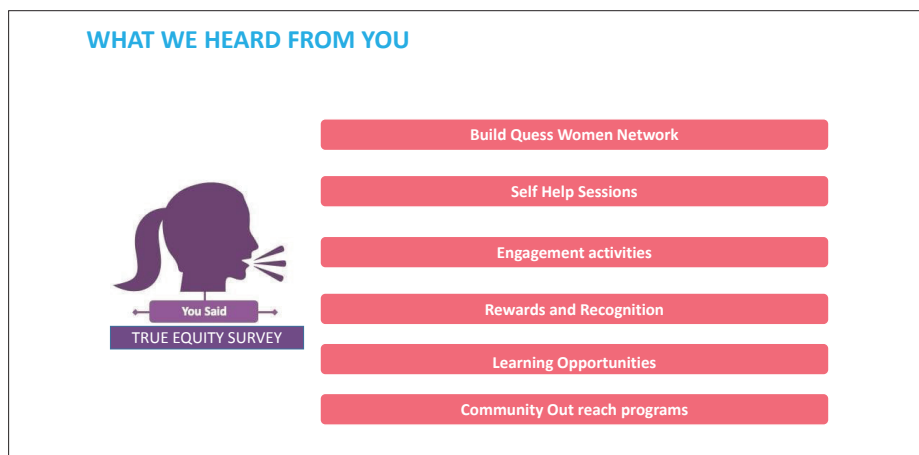
My manager at Qess makes me feel included

# 90%

Awareness of the Grievance Redressal process

## QWEEN - Quess Women Empowerment Program

This program supports women at work. We have created social media employee resource groups for networking and collaboration outside of work. Monthly theme-based talks and webinars on psychological, financial, social, and educational wellness are planned for female employees. Our aim is to foster a supportive, inclusive, and empowering workplace culture for all employees.

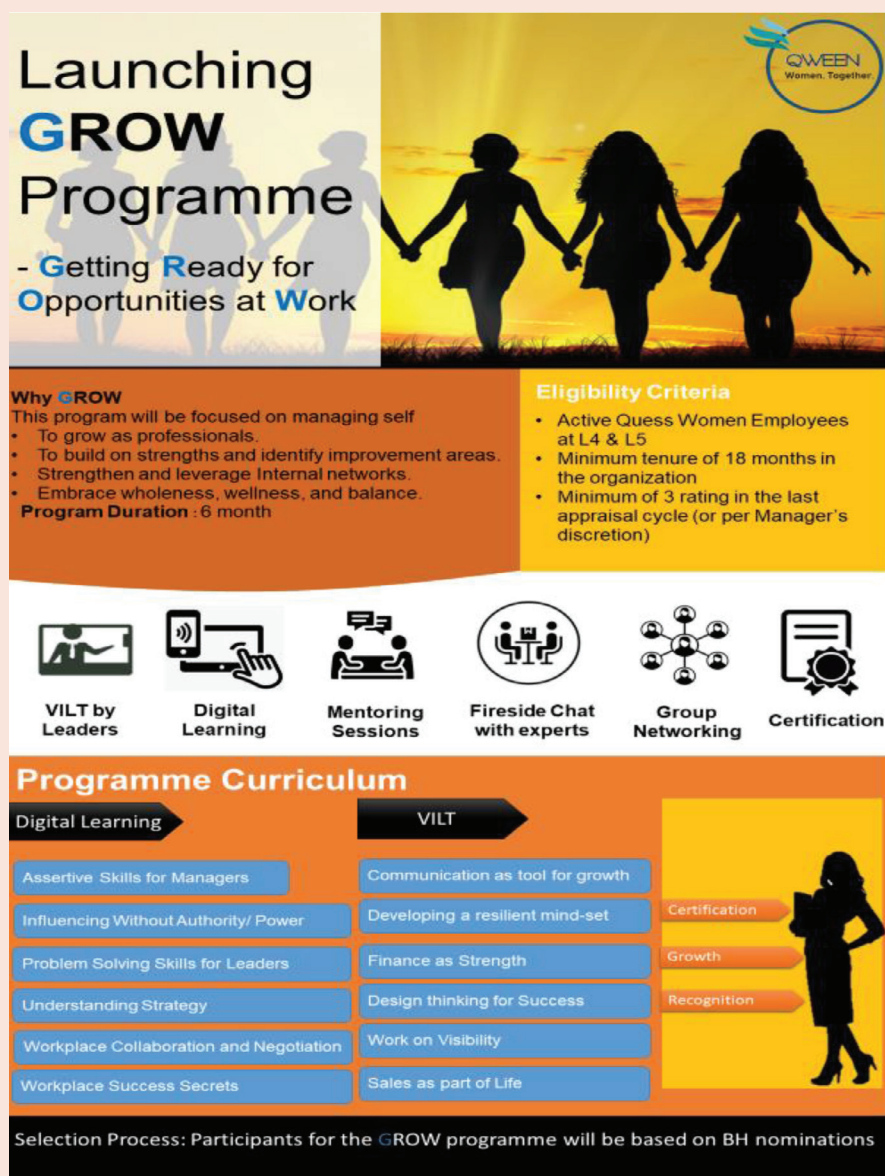


### QWEEN Help Desk:

Introducing the QWEEN Women Help Desk for female employees. They can seek advice on career, finance, and legal challenges. Certified professionals provide free assistance on legal matters, finance, career development, emotional wellness, health, and social issues via phone or email.

### GROW 2.0 - Opportunities at Work:

At Quess, we prioritize the growth of our female employees. In FY23, we launched GROW 2.0, a virtual development program for Q level 4 to level 5 women employees. It enhances professional skills, managerial capabilities, and business acumen. This program enables networking, work-life balance, and career advancement within Quess.





## Taking Care of Female Quessians:



### STHREE

At Quess, we recognize the unique needs of our female employees in balancing their personal and professional lives. Our Work from Home policy offers flexibility for them to choose remote work or take a day off each month. This initiative reflects our commitment to supporting the work-life balance of our female employees.

### Transportation for Women Employees

To prioritize the safety of Quess's female employees, especially when working beyond standard hours, we provide free transportation. While adherence to regular work hours is encouraged, this policy ensures their security.

### Return to Work

Quess introduces the "Return to Work" policy, RRR - Reset, Reenergize, and Rekindle, celebrating motherhood and career. This phased program supports expecting and new mothers, ensuring a smooth transition and helping them

### Return to work rate



### Retention rate (more than 1 year)



# Diversity and Inclusion at foundit

FoundIt, a leading online job portal and HR solutions provider in India, promotes diversity and inclusivity through the following initiatives:

**1. TRIUMPH 2.0:** A multi-faceted event offering exclusive career opportunities for women, LGBTQ+ individuals, and PWD candidates. It connects job seekers with top organizations in IT, BPO, BFSI, Sales, HR, and Admin functions. The event also features global leaders and subject matter experts.

TRIUMPH 2.0: has become India's largest virtual career fair, with ~1Lakh registrations, 20+ companies, and 25+ industry leaders participating.

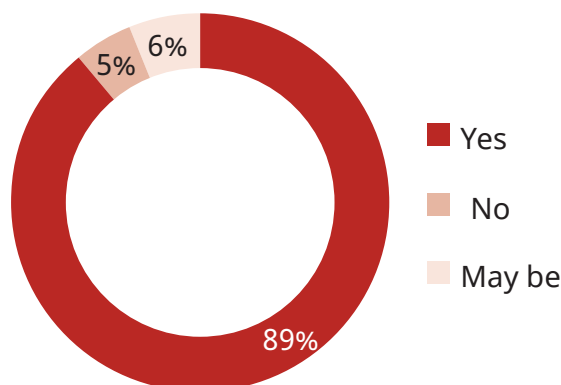
**2. EMBRACE:** An organizational-level intervention ensuring a voice for everyone. It began with a Gender Sensitization workshop engaging over 600 employees. Embrace includes the following pillars: Gender, Sexual Orientation, Age, Parenthood, and PWD.

**FORUM:** A platform for ideas, feedback, and addressing queries, grievances related to Diversity & Inclusion.

**CREW:** A team creating a supportive and welcoming workplace environment for employees of diverse backgrounds and demographics.

**CREW CONNECT:** Selected volunteers form the Embrace Crew to lead the program. They engage in focused group discussions with women employees across the organization, gathering feedback and suggestions. The crew evaluates the recommendations and

Percentage of Employees who found the connect with



PROGRESS SO FAR



Events	Total Engagement (Employees)
Diversity Kick-off	500+
Gender Sensitization workshop	500+
Policy Awareness	90+
Financial planning Workshop	105+
Communication Mailers	20+
Investment Planning Workshop	102+
Stress Management	78+
Embrace Crew- Launch and Meeting	> 24 Sessions > 206/212 employees attended. > 93% coverage percentage

## 24

Sessions Completed

## 93%

Coverage Percentage



## Women Hiring Drive at foundit

To promote gender equality and create opportunities for women, this initiative is organized twice with the aim of making sustainable and meaningful progress.

### Current % of women employees in FoundIt

FY 22		30%
FY 23		34.33%

# 434K

Women job applications

# 827K

Fresher job applications

# 133K

Fresher job openings

# 15K+

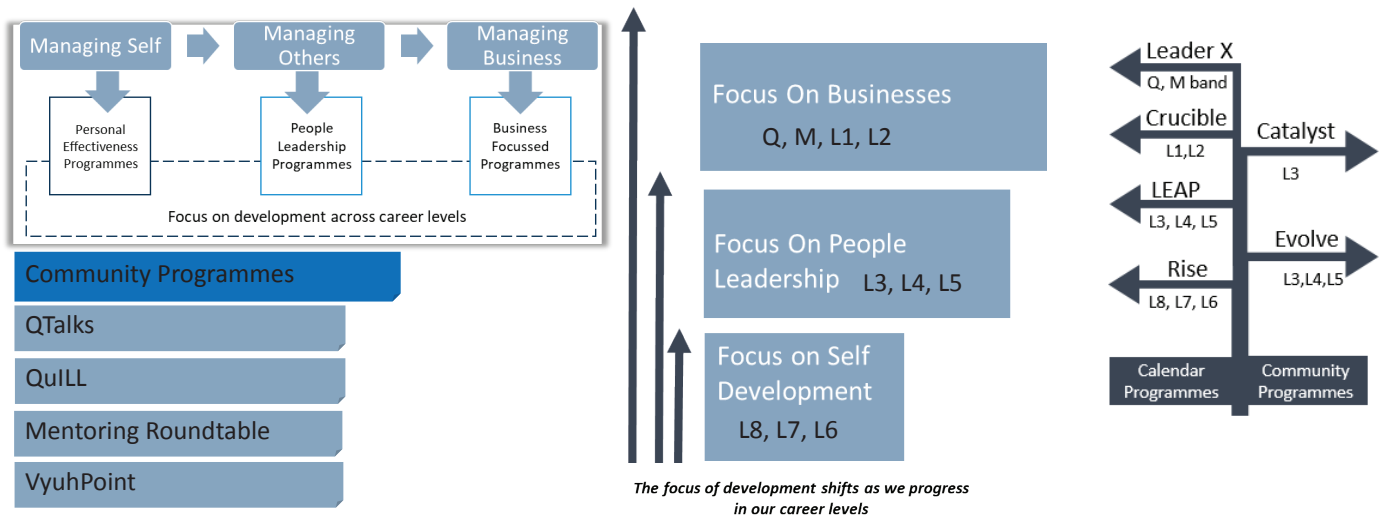
Women job openings





# Learning Roadmap – Pivotal to development of human potential

Quess has enhanced internal L&D programs to help Quessians achieve organizational goals, as well as personal developmental goals. A learning path is defined for each set of career levels and a Learning Roadmap to suit everyone's growth, at every step.



Quess's workforce management tool for employee data, attendance tracking, payroll management, performance assessment, engagement, safety incident reporting, and learning and development.

## 450K+

Avg. monthly Activated Users

## 271K

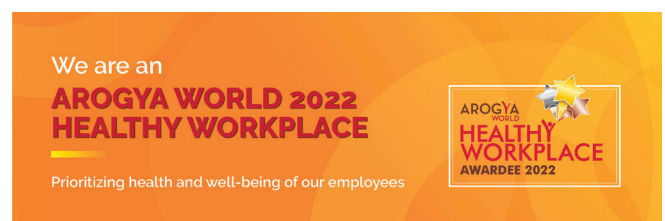
Monthly Avg. Active users

## Nurturing Work Environment

Quess has been a certified Great Place to Work® for four consecutive years. We are ranked among India's top 40 workplaces for health and wellness and have received recognition for Inclusive Practices. Quess has also been honored with the Arogya Healthy Place to Work Award and other ESG-related awards for promoting employee health and well-being.



Inclusive Practices - GPTW



Healthy Workplace 2022-23

# Fast-Tracking Learning - Learning Festival Week

For the second consecutive year, Quess hosted the Learning Festival Week, empowering Quessians to take ownership of their development (#Iownmydevelopment). This annual event featured crash courses in critical areas for unlocking their potential. The festival included Master Classes (panel discussions, leader and customer connects), Fast Track Sessions (learning capsules on techno-functional skills), Org-wide Connects (shared learning avenues), Digital Learning, The Written Word (interacting with renowned authors), and Digital Engagement.

## Instructor Led trainings



### Employees covered

FY22	<div></div>	1,540
FY23	<div></div>	5,146



### Calendar sessions

FY22	<div></div>	113
FY23	<div></div>	163



### Hours of learning

FY22	<div></div>	6,743
FY23	<div></div>	1,03,008



### Avg. hour/employee

FY22	<div></div>	1.18
FY23	<div></div>	19.81

## Digital Learning



### Learning hours

FY22	<div></div>	30,396
FY23	<div></div>	91,856



### Avg. hour/employee

FY22	<div></div>	5.3
FY23	<div></div>	17.66

# Upskilling and Training

In today's dynamic job market, continuous upskilling and training are crucial for career advancement. We prioritize the professional development of our global workforce and offer diverse upskilling opportunities and platforms. These initiatives ensure our employees remain current, relevant, and valuable to the organization, acquiring the knowledge and skills necessary for career growth. Our core employees have received an average of ~37.5 hours of training, with a total of 194K+ learning hours.



## Annual Mandatory Compliance training for Core Employees.

Qess has implemented various compliance training programs, including Prevention of Sexual Harassment (POSH), Code of Business Ethics (COBE), Environmental, Social, and Governance (ESG), Information Security, Data Privacy, Human Rights, and Health, Safety, and Environment (HSE). These self-paced digital training modules were delivered through online platforms WAFERS & WorQ, with a completion rate of 99%.

# Upskilling and Training



**The Crucible 4 - Management Development Programme batch at the closing session held at IIM-A**

Encouraging and promoting the professional development of our diverse workforce has consistently been one of our highest priorities. Quess Learning Festival was launched for our core employees that brought together experts from various domains to conduct workshops, training sessions, and seminars. The Learning Festival provided employees with an opportunity to learn new skills, network with their peers, and stay up-to-date with industry trends.

In order to help employees get a first-hand learning experience and live interaction with Quess leaders, live master classes were conducted with Quess leaders on various grooming topics such as Going Digital, Customer Centricity, Business Strategy, Focusing on Self and People, and Speed & Agility of Process, etc. which helped employees understand organisational and market expectations.



## 37 Hrs.

Avg. training given to employees in FY23

## 99%

Employees completed statutory trainings (including SEBI-BRSR)



4th consecutive year GPTW re-certified



# Occupational Health and Safety Policy



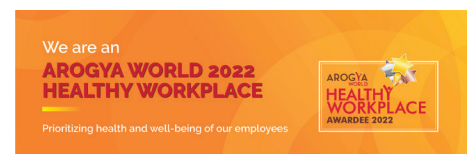
Quess Corp Limited is committed to providing a safe and healthy work environment for all its customers, visitors, and employees. To achieve this, the company has implemented various measures to ensure occupational health and safety (OHS) as a top priority. Suitable and sufficient lighting is provided in all the work areas to ensure that employees can carry out their work comfortably and safely. To maintain cleanliness and hygiene, Quess has put in place strict waste management protocols to ensure that waste materials are properly disposed of responsibly, and the work environment is kept clean and free from hazards. We have launched a Safety Incident Management Tool for the Associates in WorQ app for reporting and tracking of safety related incidents at the workplace. Additionally, we conduct regular fire safety drills and provides appropriate equipment, such as fire extinguishers and smoke detectors, to ensure that employees are prepared in case of emergencies.



Enabled with safety incident monitoring tool



India's Best workplace in Health & Wellness 2022-23



Healthy Workplace 2022-23



# Digitizing Job Discovery

As the world embraces digitization, the process of job discovery is evolving. We are proud to lead this transformation by utilizing cutting-edge technologies on our Qjobs and Foundit platforms to enhance the efficiency, convenience, and effectiveness of the job search.



QJobs is a digital hiring platform for Blue and Grey collar workforce. It connects verified employers with pre-screened job seekers, offering upskilling opportunities through certifications and micro learning. Qjobs facilitates over 8.8M recruiter-candidate interactions and has 5.7M+ active job openings.

**2** Million+

Candidates registered

**5.7** Million+

Active job openings

**8.8** Million+

Total (avg monthly 730k+)  
Monthly recruiter-candidate  
interactions

**2.4** Million+

Candidates upskilled



## Foundit (formerly Monster):

Our white-collar employment platform Foundit, previously known as Monster, has experienced substantial growth. With a job-seeker base exceeding 79 million and serving over 8K+ clients, Foundit

**7.9** Recruiter Searches

User Acquisition &  
Re-activation

**8K+** Clients

Customer Retention

# Welcome Delight

Quess prioritizes the crucial first experience of new joiners and has implemented practices to ensure a positive and productive start.

Welcome Delight, our recently relaunched program, aims to enhance the productivity of new joiners by providing structured knowledge and skills. The process begins with a welcome emailer and inclusion in a collaborative WhatsApp group spanning locations. Goodies are also provided before onboarding.

The subsequent steps are seamlessly organized, including IT asset preparation, seat allocation, ID card issuance, Buddy assignment, HR orientation, introduction to WAFERS, meeting the reporting manager, and setting Key Result Areas (KRAs).



Delighted to experience a well-thought out and joyful on-boarding process with clear assimilation plan which instantly creates a feeling of belongingness to all joiners.

**Suraj Prasad**

**Deputy Chief Financial Officer**



My onboarding experience with Quess has been delightful. HR had collected all the required documents before joining which made the entire process extremely smooth. There was a clear induction plan that was in place which comprised of meeting Leadership teams across the group. So this entire induction process helped me to navigate well within Quess in my initial days and was an indication of true employee friendly experience.

**Anendu Das Gupta**

**Vice President - Internal Audit**

# Employee Engagement

## Nikki: A chatbot to listen to the voice of our new employees

Nikki, our Chief Listening Officer, is a Smart Engagement Assistant, powered by AI. Nikki reaches out and listens to new Quessians at regular intervals to gauge their pulse. Additionally, Nikki connects with all new joiners on their 7th, 30th, 60th and 90th days after joining to generate real-time dashboard and analytics based on HRBP, Manager, Platform Business, interactions and conducts a sentiment analysis of employees' conversations.



**Health and Wellness:** At Quess, we prioritize holistic well-being and strive to provide “Wow!” experiences for our employees. We believe that health and wellness encompass various aspects of their lives and adopt a comprehensive approach. This approach plays a vital role in creating a delightful workplace where individuals can thrive and reach their full potential. Our focus on health and wellness spans across the following dimensions:

**Physical:** We offer online doctor consultations, access to our GYM facility, health check-ups, and wellness leaves, including

happiness, stress, and unlimited leaves.

**Emotional:** We provide emotional and stress management webinars to support emotional well-being.

**Financial:** We raise awareness of tax benefits, provide access to the Financial Platform for retirement planning, and offer options for medical and emergency loans.

**Social:** We encourage social engagement through programs like Sangam, Uniquess, and volunteering for social causes as part of our Corporate Social Responsibility initiatives.

**Intellectual:** We prioritize 32 hours of learning. Gateways programs for personal and professional development, learning weeks, and programs such as Rise, Evolve, Evolve Pulse, Crucible, and Catalyst.

**Spiritual:** We promote the joy of giving back to the community as a means of spiritual well-being.

**Occupational:** We emphasize work-life balance and strive to create a fulfilling work environment that contributes to the overall well-being of our employees.

## Quess Purpose, Vision & Values

Our vision, purpose, and values propel us to become the best version of ourselves, within our work environment and in everything we do. We rely deeply on open communication, our people practices and business processes to deliver seamless to Customers, Stakeholders and the Community, while creating a sense of belongingness and higher purpose for all our Quessians.

### Quess Purpose

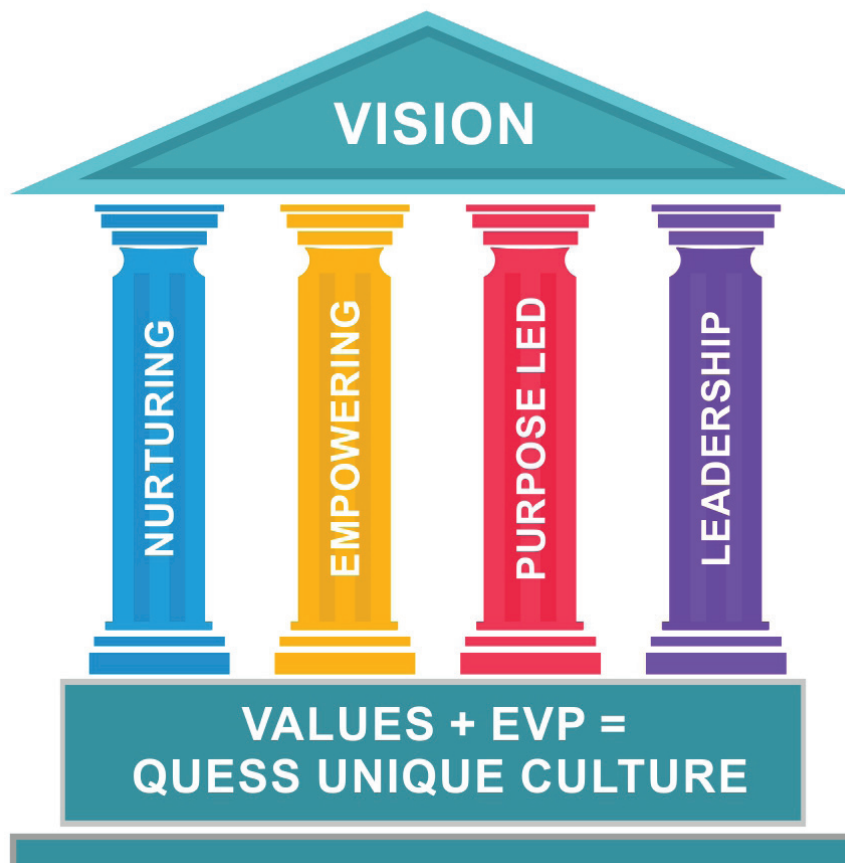
To build a leading institution that drives productivity for clients by outsourcing and optimising their key business processes, and to be the preferred firm for employees, customers and investors alike.

### Quess Vision:

To maximize value for our clients by optimizing every service, practice, and product, leveraging our domain expertise, skilled resources, and digital-first approach.

### Quess Values:

We foster a culture of excellence and growth through



## Quess EVP – A unique practice

Our Employee Value Proposition (EVP) building exercise is unique because it is a democratic process that resonates with the voice of Quessians. As enunciated by our employees themselves, its five pillars are indicated below.

**Democratic Process:** Quess Corp's EVP building exercise is described as a democratic process. This implies that the company actively involves its employees in the formulation of their EVP. By incorporating the viewpoints and suggestions of their workforce, Quess Corp aims to create an EVP that is representative of their employees' needs and aspirations. This approach

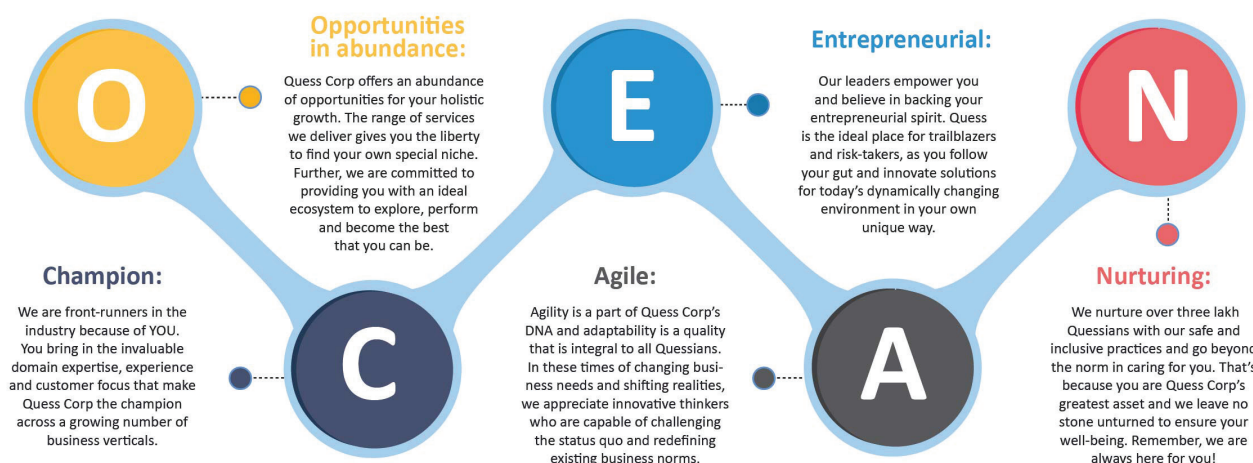
fosters employee engagement and ensures that the EVP aligns with the expectations and values of the workforce.

**Voice of Quessians:** This emphasises that the EVP resonates with the voice of "Quessians," referring to the employees of Quess Corp. This indicates that the EVP is designed to reflect the collective opinions, desires, and perspectives of the

employees. By considering the thoughts and feedback of their workforce, Quess Corp aims to create an EVP that is meaningful and relevant to their employees' experiences and expectations.

**Five Pillars:** These represent the core elements or values that Quess Corp considers crucial to their employee experience.

## Employee Value Proposition: An OCEAN of Opportunities





# Non – Compensation Employee Benefits

## STHREE-WFH

As a special consideration for our women Quessians, we give them the option of working from home, one day in a month to cope with stressful periods.

## Wellness leave

In addition to regular leaves, all Quessians get two days wellness leave to relax distress and recuperate.

## Happiness leave

Every Quessian gets one day off to celebrate a special occasion either birthday or anniversary with loved ones

## Easy Aspataal

Allows Quessians the privilege

of having a pre-approved credit line, making hospitalization a cashless and seamless process.

## DocOnline

A platform through which Quessians can access free, unlimited doctor consultations for themselves and their dependents.

## Your Dost

Quess has also tied up with various HR service providers such as Dost and insurance companies to provide additional benefits to its employees. These benefits include financial planning, mental health support, and insurance coverage for various medical and non-medical needs.

## Sahayog

An industry leading practice, Sahyog ensures that in case of the demise of a Quessian, due to Covid, a job is assured for the next of kin at Quess Corp, so that the family doesn't suffer the loss of financial resources.

## Parental Leave for Board Exams

Launched to ensure Quess parents get additional time to support their children with preparation, while they are taking their board exams.

## Quess Travel Portal

A personal travel booking site for Quessians offering exclusive contracted rates,

## Categories of employee benefits



### Financial Well Being

Loans	Salary Advance	Savings & Investments	Insurance
<ul style="list-style-type: none"> <li>Short term loans</li> <li>Home loans</li> <li>Vehicle loans</li> <li>Educational loans</li> </ul>	<ul style="list-style-type: none"> <li>Earned Wage access</li> </ul>	<ul style="list-style-type: none"> <li>Digital gold</li> <li>NPS</li> <li>Mutual fund SIP</li> </ul>	<ul style="list-style-type: none"> <li>Accidental Insurance</li> <li>Health insurance</li> <li>Vehicle insurance</li> </ul>

### Exclusive benefits

Two-wheeler buying	Medical	Learning	Shopping
<ul style="list-style-type: none"> <li>New &amp; Refurbished two wheeler</li> </ul>	<ul style="list-style-type: none"> <li>Online Pharmacy</li> <li>Doctor consultations</li> <li>OPD/IPD</li> </ul>	<ul style="list-style-type: none"> <li>Upskill courses</li> <li>Executive courses</li> </ul>	<ul style="list-style-type: none"> <li>Discounted coupons across all categories</li> </ul>

zero cancellation charges even for personal trips, free seat selection and other beneficial travel related offers.

#### **Webinars and Finance**

**Sessions:** Quessians attend finance talks and webinars by experts, benefiting more than 80% of employees. This nurturing spirit has positively impacted our diverse workforce.

#### **Occupational Health and**

**Safety Policy:** Quess ensures safe and healthy working conditions for employees, visitors, and customers. We continuously improve practices and standards to maintain a productive work environment. Recognized as a top 40 workplace for health and wellness, we prioritize suitable lighting, waste management, safety audits, and updated policies.

**Women Safety Policy:** Quess is committed to creating a safe workplace for women, promoting their increased participation and well-being. Guidelines cover physical, environmental, organizational, and educational aspects.

#### **Human Rights Policy:**

Quess conducts business ethically, respecting human rights across industries. Our policies prioritize dignity, non-discrimination, diversity, safe work environment, equal employment opportunity, and prohibition of forced labor, child labor, sexual harassment, and modern slavery.

## *Dash*

Dash, our employee benefits program, offers a wide range of benefits and discounts to Associates. These benefits include access to healthcare services, lifestyle discounts, and exclusive deals on products and services. The program is designed to help employees maintain a healthy work-life balance and improve their overall well-being.

External Business & Partnerships – BCPL has partnered with external companies like HRMS, Expense Management Companies etc. to incorporate DASH as a benefits platform to provide access to their clients and employees to various products and services on our platform. We have signed up 3 large partnerships which will increase our User base by 1M new users.

#### **Highlights of DASH**

Partnerships across financial well-being products: 100+ partnerships

**4.8 Lakhs**  
User base

**1.4 Lakhs**  
Monthly active users

**13 Thousand +**  
Monthly leads

**72 Crores**  
Annual GMV run rate



# Our Customers



## Customer Service Policy

We have developed a Customer Service Policy with the objective of effectively supporting our customers. This policy provides comprehensive guidelines, and practical examples for all Qess employees who directly or indirectly interact with our valued customers. Our primary focus is on delivering outstanding customer experiences and ensuring their success. To achieve this, we prioritize the recruitment of top talent and implement strategies to reduce employee turnover. We foster employee engagement, implement retention plans, conduct regular feedback sessions, and provide targeted training to equip our employees with the necessary skills to effectively engage with customers.

## Customer Grievances

### Website correspondence

When clients or individuals experience difficulties with our services or platforms, they have the option to contact us

through our Contact Us page by either completing a form or sending an email. Once these forms are received, the respective teams create a ticket and assign it to a dedicated executive who will address the issue or query. The executive will guide the client or individual towards finding a suitable solution and work towards resolving the problem. After successfully resolving the issue, the team sends a ticket status update and a feedback form to the sender, seeking their input to improve the quality of our service

### Toll-free grievance redressal

To ensure continuous support, Qess Corp offers clients the convenience of round-the-clock assistance for grievance resolution and feedback through our toll-free number 1800 572 3333, which is prominently displayed on our website. This service is facilitated by our Unified Help Desk (UHD) team, where every interaction is meticulously tracked through a ticketing

system. Each ticket is promptly assigned to the appropriate business executive, who takes ownership of the case and works towards its resolution.

## Whistle Blower Policy

The Whistle blower Policy at Qess Corp provides all stakeholders with a secure and confidential channel to report concerns about unethical or improper practices. The aggrieved can report their concern anonymously and will be legally protected from any retaliation. The company conducts thorough investigations and takes appropriate action if the concerns are substantiated. The policy emphasizes the importance of ethical conduct of business and ensures a safe environment for customers to voice their concerns.

## Safety and Wellbeing

Ensuring safety and wellbeing is not just a priority but also a requisite, and at Terrier Security Solutions, we are dedicated to fulfilling this crucial





to fulfilling this crucial requirement. As a global leader in integrated security services, we offer a comprehensive range of solutions to businesses across various industries. With a wide presence in 19 Indian states and union territories, we effectively secure and protect over 2K customer facilities. Leveraging our extensive industry experience and harnessing advanced technologies such as analytics and machine learning, we are committed to creating a safer world by designing cost-effective security solutions that yield impactful and tangible results.

### **ESG beyond organizational boundaries**

In order to ensure alignment with the ESG framework, we have implemented a comprehensive approach that includes our vendors. As part of the onboarding process, we require their commitment to ESG values and adherence to our code of conduct. In FY23,

we successfully onboarded vendors that are ESG-compliant and we aim to achieve 100% coverage by 2025. Additionally, we actively support local businesses by directly sourcing 23% of our materials from MSMEs, fostering sustainable economic growth and empowering communities.

### **Customer Engagement on ESG**

Across all over our platforms, given the nature of businesses and services Quess is organically ESG centric company. Given below are the examples of our customer engagement across platforms.

### **Workforce Management**

Quess is a renowned provider of workforce management services on a global scale, offering comprehensive HRO (Human Resource Outsourcing) solutions. Our services encompass a wide range of services such as tailored staffing solutions, expert talent acquisition, recruitment and search services, payroll

compliance, training and skill development, and efficient manpower management.

### **Staffing Solutions**

Quess Staffing Solutions, started with the aim of bridging the gap between human potential and thriving businesses. Today, it has evolved into an agile, technology-driven company offering a wide range of human resource solutions to meet the dynamic needs of clients. With a vast workforce of over 300K+ Associates deployed across 1K+ client locations in 400+ cities, Quess ranks among the top global staffing firms.

Quess Staffing Solutions collaborates closely with clients to address their current and future needs, identify skilled talent, and facilitate their business growth. Serving diverse sectors such as Retail, Telecom, FMCG, E-commerce, BFSI, Manufacturing, Agriculture, Healthcare, Pharma, Hospitality, and Education, they offer comprehensive staffing solutions to organizations.

### **Operating Asset Management**

At Quess, we seamlessly manage all your end-to-end non-core operational requirements. With our expertise in various areas such as facility management, security services, food services, and even complex domains such as ERP, industrial, and cellular services, we are dedicated to providing the best solutions for our customers.



## Integrated Facility Management Services

We are a leading integrated facility management solutions provider in India, our primary goal is to offer cost-effective and customized services that foster safe, productive, and clean workplaces. We are actively exploring strategies to reduce water and electricity consumption at the sites we manage on behalf of our customers. Our dedicated team of professionals follows robust standard operating procedures (SOPs) to deliver these services efficiently. To optimize facility lifecycle and operational efficiency, we leverage advanced computerized maintenance management systems and diagnostic maintenance techniques. Moreover, our landscaping business combines horticultural knowledge and aesthetics to create visually appealing landscapes that not only preserve but also enrich the natural environment in our customers' operations. Through the maintenance of over 9.9 million sq. ft of green spaces, we actively contribute to promoting biodiversity and mitigating the urban heat island effect.

## Industrial Services

As a responsible provider of asset management services, we prioritize sustainability and adhere to environmental, social, and governance (ESG) principles in our operations. Our comprehensive approach focuses on minimizing maintenance costs, optimizing plant availability, and

enhancing asset performance, all while maintaining a strong commitment to safety. Our services include performance-based asset management, encompassing preventive maintenance, asset life extension, and operation services for utilities within the plant. With a holistic approach to industrial asset management, we assist clients in day-to-day operations, plant performance monitoring, technology evaluation, health, safety, and environmental management, asset management planning, site management, energy management, and subcontractor management. Our services align with ESG principles, ensuring efficient resource utilization, responsible maintenance practices, and compliance with safety and environmental standards. Ultimately, our goal is to support our customers in achieving their sustainability objectives and maximizing operational efficiency.

## Global Technology Solutions

Global Technology Solutions offer a comprehensive range of global technology solutions, encompassing CLM and BPO Services, After-Sales Services, HR Outsourcing & Consulting Services, Digital Transformation Services, Business Consulting Services, and IT Consulting Services.

## Digital Transformation Services

Heptagon Technologies is a digital consulting and product engineering company that places a strong emphasis on the human experience

within its solutions. With a dedication to innovation and a fervent passion for aiding partners in thriving within a rapidly evolving technological landscape, Heptagon Technologies effectively combines expertise with fresh ideas to drive growth. The company is committed to cultivating an environment that promotes employee learning and growth, making it an esteemed workplace. One of their notable offerings is WorQ, a mobile-first workforce management software that provides employee self-service capabilities for Attendance Management, Leaves & Holidays, HR Documents & Policies, and Claims & Reimbursement. Employee engagement will further enhanced through features like Surveys & Announcement, Gamification & Communities, training modules, and Employee Benefits. Moreover, the software's features, including Real time Shift Rosters, Task Management, Timesheet Management, Visual Merchandising, and Digital Supervisor, can significantly boost employee productivity.

Qdigi is one of India's leading after-sales service providers offering on-site and in-home installation and troubleshooting services for smartphones, consumer electronics and consumer durables. In FY 2023, Qdigi has repaired/refurbished over 1.5 million devices, enabling and extending the life of electronic products and thus enables reduction of e-waste generation and Associated emissions.

# Our Success Story

## Testimonials



Nitai Dutta was born into a Hindu family in the Hooghly district of Kolkata. Despite facing the challenge of a Hearing Impaired disability, he successfully cleared the SSC examination.

As his father served as the sole breadwinner, Nitai faced the challenge of economic dependency. However, he was ambitious to change the quality of his family's life. Nitai knew that he had the potential to be as competent as any other candidate, and he set out on a journey to prove this to himself and the world.

Nitai's transformation began when he joined an organization dedicated to empowering people with disabilities. This organization not only provided him with professional training but also helped him embrace his unique qualities and turn them into strengths.

The partnership between Qess Corp Ltd and organizations like PWD Training Institute played a pivotal role in Nitai's success story. Qess Corp recognized the potential in Nitai and provided him with the opportunity to showcase his abilities.

Nitai Dutta currently holds the position of an Associate at a prominent E-commerce company. His remarkable journey, which began as a hearing-impaired young man in the Hooghly district of Kolkata, has led him to become a proud employee of a leading e-commerce company.

Nitai extends her sincere gratitude to Qess Corp Ltd and the PWD Training Institute for providing her with this transformative opportunity.

Nitai Dutta's story is a reminder that disability does not define a person's potential. Instead, it is their determination and the opportunities presented to them that pave the way for a brighter future.



**Nitai Dutta,**  
**General Staffing - Associate**



Gouri Nath was born into a Hindu family in Kolkata. Despite facing challenge with a Hearing Impaired disability, she successfully cleared the SSC examination.

Kartik Chandra Dey, Gouri's father, oversees a neighborhood grocery store. Gouri, despite having a limited educational background, but she always aspiration to contribute to her family's financial stability. Her father, Kartik Chandra Dey, was a source of constant encouragement, motivating her to pursue a career despite the challenges posed by her disability. Gouri's formal education culminated with her schooling, and she had limited exposure to society. However, her desire to break barriers and make a mark in the professional world remained unwavering.

Gouri's journey took a significant turn when she enrolled in a training program offered by an organization committed to equipping people with disabilities with essential skills and opportunities. The partnership between Qess Corp and these organizations proved to be a crucial stepping stone in Gouri's path to employment.

Initially, Gouri faced challenges in interviews, struggling with shyness and anxiety. However, the unique format of online classes offered by the PWD Training Institute provided her with a comfortable learning environment. Through the program, she acquired proficiency in essential skills such as Microsoft Office and Interview Skills, gradually building her confidence and readiness for job interviews.

Gouri Nath is employed in a prominent Ecommerce company as a Senior Assistant, and she has successfully completed her more than one year in the role.

Gouri expresses her heartfelt gratitude to Qess Corp and the PWD Training Institute for this life-changing opportunity. Gouri's achievement has not only made her self-reliant but has also significantly contributed to her family's well-being, reflecting the power of determination and the support of organizations committed to empowering individuals with disabilities.

Gouri Nath's journey serves as an inspiring example of how collaboration between corporations like Qess Corp and organizations dedicated to inclusivity can create life-changing opportunities for individuals with disabilities.



**Gouri Nath,**  
**General Staffing - Associate**



## Punjab Kings Partners with Qness IFMS for Facility Management Support During the 2023 IPL Match

In the high-stakes cricket world of the Indian Premier League (IPL), every detail counts. Punjab Kings understood this when they partnered with Qness to deliver their industry-leading Integrated Facility Management Services (IFMS). The task at hand is clear providing special cleaning and support services during IPL matches held at the Mohali Cricket Stadium.

Mohali Cricket Stadium, nestled on the outskirts of Chandigarh, has a high-quality training ground, thrilling IPL matches for cricket lovers and top-notch spectator facilities. However, during Punjab Kings IPL matches, the stadium requires special touch to keep everything in pristine condition. This includes pre and post-event cleaning, as well as general maintenance, air conditioning and VIP lounge management, and ensuring the comfort of players, umpires and BCCI delegates.

Qness has a dedicated team of over 80 professionals deployed to clean the VIP room and 30 changing rooms. All activities went smoothly, there were about 2 teams working diligently to ensure cleanliness and order. With an average cleaning time of just 50 minutes per shift, the team achieved impressive results. Additionally, they ensure that all 20 toilets are maintained to the highest standards throughout matches.

One of the most notable achievements of this partnership is the ability to complete all matches without any escalation. In a high-pressure environment where time is of the essence and the goal is perfection, Qness has proven itself.

This success story illustrates the commitment, dedication and expertise that Qness brings to its clients. Punjab Kings can focus on their match knowing that their ground is secure. Qness, along with its IFMS, has played a key role in ensuring that the Mohali Cricket Stadium remains the premier venue for IPL matches.



## Rebadging 26000 associates in less than 9 days for a leading Indian bank

Our client, one of the largest private sector banks in India, headquartered in Mumbai, offers a wide range of financial services. However, they face some significant challenges, they encountered complications when renaming associates as part of the acquisition. This transition was supposed to go smoothly but proved to be a difficult task. Banks are struggling with alarming attrition rates. Additionally, they lack effective benefit management and delivery systems, and tracking of their progress is not real-time. Qness Corp has been mobilized to address these urgent issues.

We started by collaboratively developing new service level agreements (SLAs) with customers. These SLAs outlined a clear entry-exit strategy for the transition, ensuring a smoother rebranding process.

Qness provided onsite as well as virtual training and induction sessions, helping associates understand the new system and their role in it. To streamline benefit management and delivery, we designed and implemented a new system. Ensuring employees received the benefits they deserved. Additionally, we facilitate real-time onboarding to the new system and seamless exit from the previous system, thereby avoiding employee grievances.

Qness also revised and expanded employee benefits to improve overall satisfaction. Employees are given access to new web portals to easily access documents such as pay slips and Form 16. We successfully rebranded 26,000 employees across 300 locations in India, completing this major transition smoothly and efficiently.

Additionally, we ensure 100% salary disbursement as per the initial SLA, thereby enhancing employee confidence. It is worth noting that the entire project was completed in less than 9 days, exceeding the client's expectations and demonstrating our commitment to delivering quick and effective results.

This achievement proves our strategic approach and implementation expertise can turn complex challenges into opportunities for growth and efficiency, even in the most demanding environments.

# Corporate Social Responsibility

Quess Corp's association with communities began with the establishment of Careworks Foundation in 2014. Over the years, our work has expanded in geography, scale and areas of intervention. Careworks Foundation (CWF) works as a catalyst, to create deep societal impact in India. Our CSR initiatives, delivered through the Foundation, focus on education as well as improving healthcare.

School enhancement program, a flagship initiative of CWF, undertakes the responsibility of 75 schools in Karnataka & Tamil Nadu towards achieving holistic development.

A few of the significant programs under the **School Enhancement Program** this year included:

## Our Programs

### Student Enrichment Program

Helps Students to accelerate learning process through upgrading school resources, instruction methods and educational services.



#### Education Kit

Access to appropriate educational supplies is essential to fulfil children's right to education. CWF provides children with education supplies, considering their needs. School kit distribution is an annual activity that happens at the beginning of the academic year. The kit consists of schoolbag and notebooks. It encourages the children to attend school with dignity and reflects an increase in school attendance.

**51**

Schools

**92,607**

Notebooks given

**16,520**

Students Benefited



#### TabLab

To address shortage of teachers in school and bridge the learning gaps, CWF has introduced the TabLab program. TabLab is a tablet-based plug-n-play digital learning lab, custom designed for government schools. It delivers multiple subjects in both Kannada & English languages, in a familiar world of digitisation, facilitating joyful learning for students.

**9**

Schools

**1,519**

Students Benefited



#### Computer Learning Program

Computer Learning Program aims to provide basic computer knowledge to school students and to establish Computer Centers in Government Schools.

**36**

Schools

**8,837**

Students Benefited



#### Life Skills Education

It helps young people to develop life skills such as self-awareness, empathy, critical thinking, creative thinking, decision making, problem solving, effective communication and interpersonal relationships through the four components of the course - physical, social, study & positive mental health.

**44**

Schools

**14,705**

Students Benefitted





## Scholarship

Recognizing Young Talents, where meritorious students of government schools are identified and supported in their education up to the post-graduate level. It encourages learners to actively participate in the learning process without any absence, breaks or disparity in society. We also develop a one-to-one mentoring program that empowers young minds to develop confidence, give orientation, evaluate their progress and excel in their interests with the help of professional leaders and guidance.

**90**

Scholarships Given

**29**

Scholarships given to visually challenged students.



## Remedial Education

Switching to Adaptive Instruction, which is a continuation of remedial education activities of the previous year and strengthens the ecosystem for Functional literacy and numeracy by supporting teachers and conducting events. It also equips the children of government schools with foundational literacy and numeracy skills.

**36**

Schools

**7,685**

Students

**10,000**

Students appearing for board exams received study material



## Early Childhood Learning Program

The program provides meaningful learning experiences for children in the age of 3-6 years (Pre-School Learning) through teachers & parents to bring about their holistic development and enhances the capacity of caregivers to provide caring, stimulating and healthy home environments for children, via virtual meetings with parents, using existing Integrated Child and Development Scheme curriculum and parenting modules.

**27**

Anganwadis (Pre-Schools)

**843**

Students Benefitted.

## School Up Gradation

School infrastructure, that comprises of school buildings & playgrounds, is a key factor in the overall health and learning outcome of students. School buildings and grounds must be designed and maintained in a manner, which is free of health and safety hazards and which promote joyful learning. Our past work, backed by studies by experts in the field, has shown that student progress can be affected positively by the school environment. A well-structured physical school environment helps promote learning and encourages positive social interactions amongst students and staff. Used effectively, school facilities, equipment and activities can encourage cooperative behavior and positively influence student interactions. Under the Project, CWF aims to create joyful learning space for the students studying in

**75**

Schools

**17,000**

Students Benefitted.



## Health and Wellbeing

A comprehensive program for physical and mental health of the child with both preventive and responsive mechanisms like health education, disease prevention and improved access to health services in an integrated and systemic manner is undertaken at school level. Addressing health and education together underpins all Sustainable Development Goals (SDGs). Major projects include

- Health Screening & Treatment
- School Sanitation Program
- Health Education
- Psycho Social care
- Bridge Fund for cancer care

**72**

Schools

**12,287**

Students Screened

**4,814**

Dental cases treated

**2,004**

Vision cases treated

**824**

spectacles provided

**23**

Cancer patients supported

**12,287+**

students educated on handwashing & brushing techniques





## Teacher Mentoring

Helps to upgrade the professional capacities of teachers to enable them to teach their subjects with easy access to resources and to promote personal



### First responder/first aid training

**76**

Teachers trained

### Life Skill training

**20**

Facilitators

**640**

Hours training

### Facilitation Skill training

**26**

Teachers

**1,040**

Hours training

### Psycho social care

**24**

Teachers

**960**

Hours training

## Employee Engagement

Encourages employees to support our initiatives through platforms like the Joy of Giving week and annual days to volunteer their time, money or efforts.



**253**

Employees Engaged

**300+**

Toys as part of creating toy libraries in preschools

**200+**

Stationary materials to school children

**1,022**

Hours of volunteering

## Awards

Award for enhancing early education across Anganwadis in the category of education in the 8th CSR impact awards, hosted by CSR Box and Dalmia Bharat foundation, supported by Qess Corp and Care Works Foundation.





# Governance

Policies and Procedures

Grievance Reddresal

Cyber & Information Security

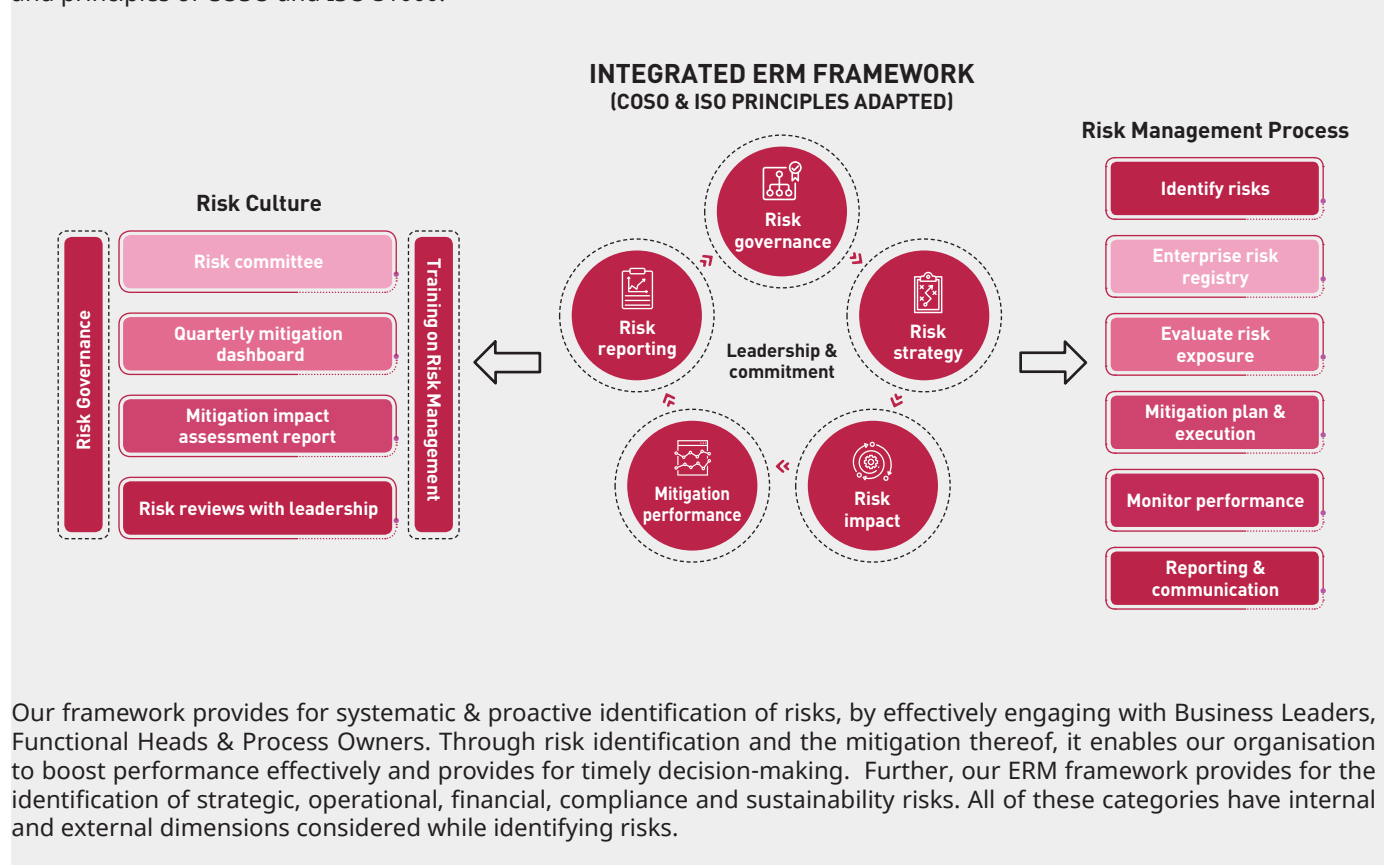


# Risk Management

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

## Risk Management Framework

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



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

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

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

## Key Business Risks

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

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

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



# ESG Policies

## Safety Management System

### UHD (Unified Help Desk)

We have implemented the Unified Help Desk (UHD) to improve transparency and responsiveness in addressing grievances. The UHD is an automated system that caters to the needs of non-permanent employees, offering various response mechanisms such as calls and chat-bots. In addition, it incorporates advanced features like a ticketing system, smart escalations, vernacular language support, and call-back mechanisms. The UHD seamlessly integrates with our online workforce management platform, WorQ, ensuring a cohesive and efficient grievance resolution process. Furthermore, the UHD supports Quess Associate alumni, assisting them with exit-related issues and queries.

### Safety Incident Tool

We are thrilled to introduce the newly launched Incident Management Tool in the WorQ App, exclusively designed for our employees. This tool offers a convenient and efficient way for employees to report incidents, work-related injuries, and health hazards directly through the app. The reports will be promptly addressed by our Unified Help Desk (UHD) and the respective business representatives responsible for handling these matters. By leveraging this tool, we aim to streamline the process of reporting and resolving issues within our organisation, enabling quick action to mitigate risks, maintain a safe work environment, and address grievances effectively.

## Anti-Bribery and Anti-Corruption Policy

The Anti-Bribery and Anti-Corruption Policy of Quess Corp aims to prevent bribery and corrupt practices by defining and prohibiting all forms of bribery, implementing adequate controls and procedures, and emphasising the importance of maintaining accurate and transparent records. The policy requires employees and other stakeholders to report any incidents or suspicions of bribery and corruption and outlines the consequences of violating the policy, including disciplinary action, termination of employment or contract, and legal action. In addition, it sets out the standards of conduct and behaviour that employees, agents, contractors, and vendors must follow when dealing with customers, suppliers, government officials, and other stakeholders, including due diligence checks on third-party vendors, gifts and hospitality policies, and training and awareness programs for employees.

### Whistle Blower Policy

The Whistle-Blower Policy of Quess Corp provides a mechanism for employees to report any unethical or improper conduct, including violations of laws, regulations, and company policies, without fear of retaliation. The policy sets out the process for reporting, investigating, and resolving whistle-blower complaints, which may be made anonymously, and emphasises the importance of confidentiality and

protection of whistle-blowers. The policy also outlines the consequences of retaliation against whistle-blowers, which include disciplinary action, termination of employment or contract, and legal action. In addition, the policy is intended to promote a culture of transparency, accountability, and ethical behaviour within the organisation.

Grievance Type	Current Financial Year
Discrimination at workplace	Nil
Child Labour	Nil
Forced/Involuntary Labour	Nil
POSH	Nil

## POSH

Quess Corp is dedicated to fostering a healthy work environment free from prejudice, bias, and sexual harassment. The company firmly prohibits any behaviour that undermines a positive workplace atmosphere. Employees who experience sexual harassment are encouraged to submit written complaints or mail them to the Internal Committee within three months of the incident, with the possibility of a 30-day extension if a valid reason for the delay is provided. In addition, the company integrates the Prevention of Sexual Harassment (POSH) policy into induction programs and annual refresher sessions, prominently displays POSH awareness posters in all offices, and provides comprehensive training to ensure fair and



effective handling of reported cases. Furthermore, an online training module on POSH has been introduced for both employees and committee members to enhance awareness and understanding.

Quess Corp's unwavering dedication to creating a secure work environment

has cultivated trust among all Quessians, regardless of gender. This trust is founded on the company's robust zero-tolerance stance against sexual harassment. As a result, our employees feel assured and confident, leading to increased

retention rates and heightened productivity.

### Our Engagement with Govt. bodies / Associations

S. No.	Name of the trade and industry chambers/ associations	Our Participation
1	Confederation of Indian Industries (CII)	Quess is an active member, with our Legal Head being a member of their National IR Committee. The President of Quess Work Force Management represents CII on various discussions on policy initializing by Government of India
2	India Staffing Federation (ISF)	Quess representative is the ISF President. We actively participate and lead all initiatives of ISF
3	The Federation of Indian Chambers of Commerce and Industry (FICCI)	Quess is represented at the senior level. We actively participate in Groups of FICCI which takes up courses of Facility Management service providers
4	All India Organisation of Employers (AIOE)	Quess is an active member, supporting all initiatives to represent the interests of Employers
5	Employee Federation of India	Quess is an active member, supporting all initiatives of the Federation
6	Central Association of Private Security Industry	Quess subsidiary, Terrier actively participates in promoting interests of private security providers
7	Karnataka Employees Association	Quess representatives are involved in developing H/IR skills of the industry. Representatives are instrumental in launching an IR skill development/ upgrade curriculum approved by ILO for the benefit of aspiring IR professionals
8	The Employers Association, Delhi	Quess is an active member, supporting all initiatives to represent the interests of Employers
9	Apex Chamber of Commerce, Delhi	Quess is an active member, supporting all initiatives to represent the interests of Employers

### Equal Employment Opportunity Policy

Quess Corp's Equal Employment Opportunity Policy is a comprehensive guide to fostering a workplace environment that upholds fairness and equality for all employees. The policy emphasises the company's dedication to providing equal opportunities for employment, training, and career advancement, irrespective of factors such as race, colour, religion, gender,

sexual orientation, national origin, age, or disability. By adhering to this policy, Quess Corp ensures compliance with relevant laws and regulations governing equal employment opportunities. The policy also establishes a robust reporting mechanism for employees to raise concerns or file complaints pertaining to discrimination or harassment. Through the implementation of this policy, Quess Corp exemplifies its unwavering commitment to nurturing a diverse and inclusive workplace

culture that recognises and values the unique contributions of its employees. In addition, this policy is in line with the company's steadfast commitment to upholding ethical conduct and embracing social responsibility, which are integral aspects of its Environmental, Social, and Governance (ESG) framework.

# Cyber & Information Security



## Cyber Risk Management and Data Protection

In today's digital age, the company's operations heavily rely on information technology, and as such, it faces an ever-increasing threat of cyber risks and data breaches. To mitigate these risks and protect the sensitive data of its clients and employees, Qess has implemented a robust cyber risk management and data protection policy. This policy encompasses various measures and protocols to ensure the company's IT infrastructure, data storage, and communication channels are secure and resilient against cyber threats.

## Privacy Statement Framework

The executive body of our company bears the responsibility of ensuring the efficacy of privacy and data security measures. We

have recently enhanced our privacy statement framework to reinforce our dedication to safeguarding personal information and upholding online privacy. This framework applies to candidates, customers, vendors, and shareholders, encompassing the collection, use, disclosure, and transfer of personal information via Qess Corp's websites, mobile applications, and online services. The gathered personal information is utilised for purposes such as enhancing usability, addressing technical issues, maintaining website functionality, analysing usage patterns, creating user IDs, responding to inquiries, providing relevant content access, and processing job applications. The processing of personal information is based on legitimate interests pursued by the company or with the individual's consent, as relevant laws dictate. Individuals are granted the right to exercise

their data subject rights in accordance with applicable laws and regulations. These rights include accessing and obtaining copies of personal information, rectifying or updating inaccurate information, objecting to personal information processing, and requesting the deletion or restriction of its usage, within the confines of applicable law.

## Data Security

Qess Corp implements reasonable and appropriate security practices and procedures, encompassing administrative, physical, and technical controls, to protect Personal Information.

## Data Retention

Qess Corp ensures the secure disposal of any Personal Data that is no longer required to be retained based on legal or business requirements. We retain Personal Data only for as long as necessary to fulfil

the purposes outlined in this Privacy Statement, unless a longer retention period is required or permitted by law.

### Data Transfer

In order to provide our services, we may transfer Personal Data to countries outside your jurisdiction with differing data protection standards compared to those in your jurisdiction. We take the necessary measures to ensure the confidentiality and security of the transferred data. Furthermore, we implement appropriate safeguards to protect your Personal Data during its transfer, maintaining the highest level of privacy and data protection standards throughout the process.

### 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. We take all complaints seriously and are fully committed to addressing any concerns you may have regarding handling Personal Informations.

### Cybersecurity.

The Company demonstrates its commitment to providing a secure IT environment by establishing best practices and standards for Cyber Security across various systems and infrastructure. To ensure the security of critical applications and protect the remote workforce, regular Vulnerability Assessment Penetration Testing (VAPT) is conducted to identify and address any vulnerabilities. Additionally, the migration of all applications to a cloud environment enables

seamless operations in remote areas. Security Information and Event Management (SIEM) tools have been deployed to monitor and protect the network against both known and unknown threats. To oversee cybersecurity efforts, a 12-member council chaired by the Chief Digital Officer and including respective platform and business IT Heads convenes weekly to assess and enhance security protocols. Furthermore, all Personal Identification Information (PII) of Quess is encrypted within our systems and products as an additional layer of security.

Grievance Type	Current Financial Year
Data Privacy	Nil
Advertising	Nil
Cyber-security	Nil
Restrictive Trade Practices	Nil
Unfair Trade Practices	Nil

### IT audits and Certifications

The company conducts regular IT audits and ISO certifications to ensure that all our systems are secure and up to date.

ISO 9001:2015 – Quality Management Systems

ISO 27001:2013 – Information Security Management Systems

ISO 14001:2015 – Environmental Management System

ISO 45001:2018 – Occupational Health and Safety Management System

ISO 37000:2016 - Anti-bribery Management System

### Business ISO Certifications

Quess Corp is **ISO 9001:2015, ISO 27001:2013**

QITS is **ISO 9001:2015, ISO 27001:2013, ISO 14001:2015, ISO 45001:2018, and ISO 37000:2016**

**Nil complaints** received by the Data Protection Officer

IFMS is **ISO 9001:2015, ISO 14001:2015, ISO 45001:2018**

Terrier is **ISO 9001:2015, ISO 27001:2013, ISO 14001:2015, and ISO 45001:2018**

**UHD Unified Help Desk** for resolution of workforce grievances

**Safety Incident Management Tool** for resolution of incidents



## Board of Directors



**Ajit Isaac**

Non-Executive Chairman



**Guruprasad Srinivasan**

Executive Director and Group CEO



**Chandran Ratnaswami**

Non-Executive Director



**Gopalakrishnan**

Non-Executive Director



**Gaurav Mathur**

Non-Executive, Independent Director



**Kalpathi Ratna Girish**

Non-Executive, Independent Director



**Revathy Ashok**

Non-Executive, Independent Director

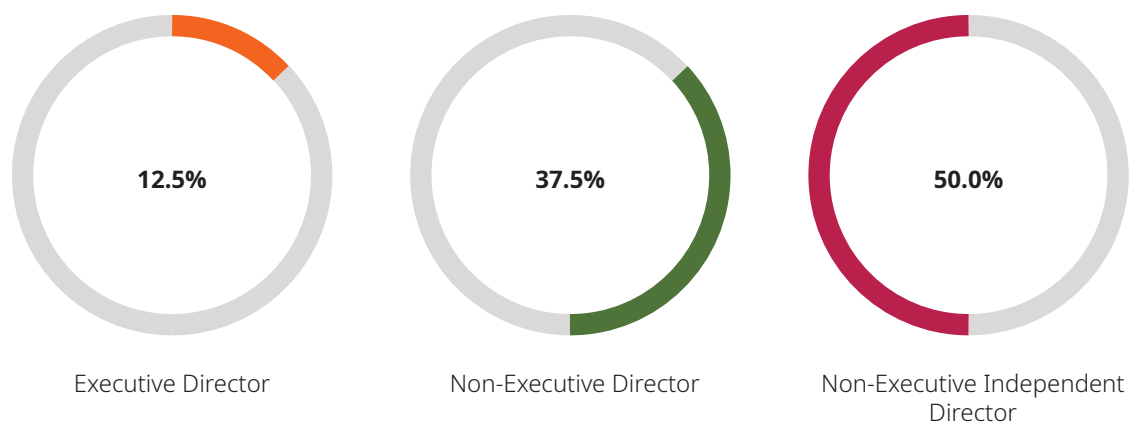


**Sanjay Anandaram**

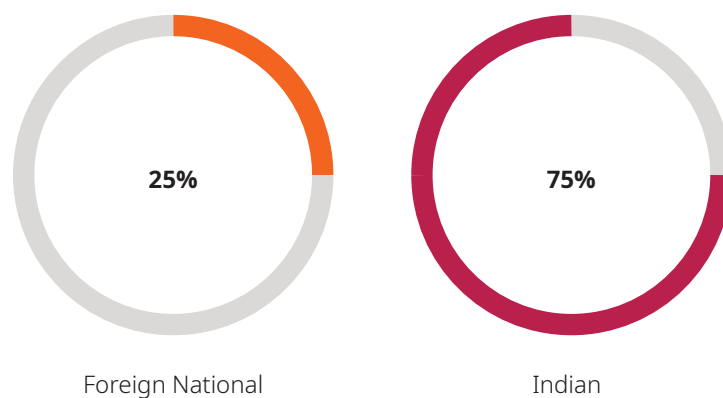
Non-Executive, Independent Director



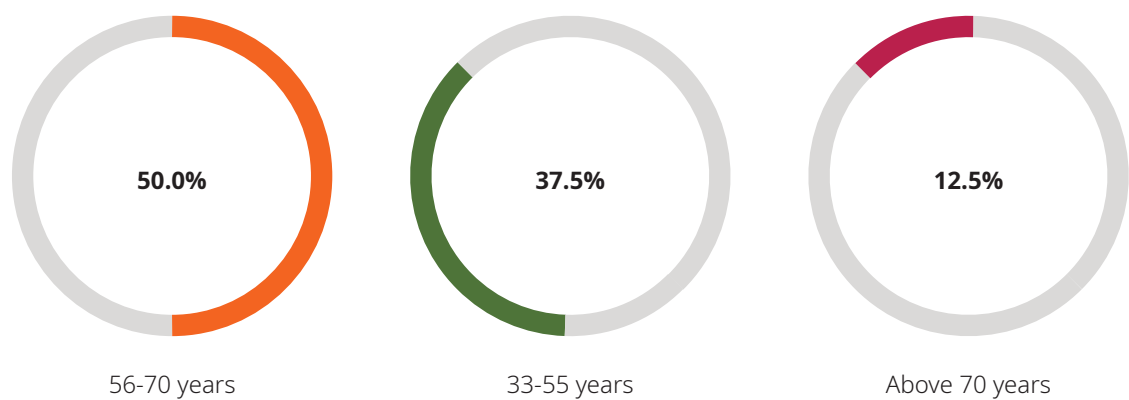
## Board Composition



## Board Nationality



## Board Age Profile



# Profile of the Directors

## Ajit Isaac

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

Appointed to the Board:  
(April 6, 2009)

Ajit Isaac, the founder of Qess Corp, is an entrepreneur who over a period of 20 years, has been involved in creating market-leading enterprises in the business services sector in India. At Qess, and under his leadership, the Company is now a 5,11,000+ strong family, with ~US\$ 2 Billion in revenues, and has accelerated the transition of informal jobs to formal platforms, helping bring financial and social security to many not-so-privileged sections of Indian society.

His initiatives in transformative deals, with a focus on operational efficiency and business development, have helped Qess scale rapidly. All these attributes culminated in Fairfax investing in Qess in 2013, and it continues to be the single largest shareholder of Qess.

Socially committed, he set up Care Works Foundation, which today supports over 13,500 students across 75 schools. His strong social commitment to the larger cause is demonstrated in the partnership with the Indian Institute of Science (IISC), Bangalore to set up The Isaac Centre of Public Health (ICPH). Along with Fairfax and Qess, he has also anchored the establishment of a pediatric specialty center in CMC Vellore.

A gold medalist in PG-HR and a British Chevening Scholar from Leeds University, he has worked for 10 years in leadership roles in the private sector including companies like Adecco, IDFC, Godrej and Boyce, before becoming an entrepreneur in the year 2000.

He serves on the Board of Allsec Technologies, Net Resources Investments and Isaac Enterprises LLP. In addition, he serves on the Board of Governors of the St. Joseph's University in Bangalore

**Nationality:** Indian

In the Governance Committees of:



## Guruprasad Srinivasan

Executive Director & Group CEO

Appointed to the Board:  
(February 10, 2022)

### Skills and Experiences:

Guruprasad is the Executive Director and Group CEO of the company. A founding member, he was the fourth employee of the company. He has more than 25 years of industry experience, including leadership roles at GE Health, Hewitt Associates and People One Consulting. Over the years at Qess, he has built the Work Force Management Platform to be an industry-leading one, set up the Shared Services Centre, integrated the Asset Management Business, and has been part of the team that takes key decisions at the corporate level. A natural leader, he has keen interest in photography and restoring Vintage vehicles.

### Career:

Guruprasad is a Stanford Ignite Graduate from the Stanford University Graduate School of Business, in addition to having a Master's in Business Administration.

### Other Directorship:

Indian Entities –

Allsec Technologies Limited,

Qdigi Services Limited,

Conneqt Business Solutions Limited

Trimax Smart Infraprojects Private Limited

Monster.com (India) Private Limited

Global Entities - 8

**Nationality:** Indian

In the Governance Committees of:



## Chandran Ratnaswami

Non-Executive Director

Appointed to the Board:  
(January 18, 2016)

### Skills and Experiences:

Chandran is a Non-Executive Director of the company since January 2016 and comes with over three decades of experience in investment management. He has driven business success in markets around the world, with an

understanding of diverse business environments, economic conditions, cultures, and regulatory frameworks, and a broad perspective on global market opportunities.

### Career:

Chandran holds a Bachelor's degree in Civil Engineering from IIT Madras and an MBA from the Rotman School of Management, University of Toronto. He is the Chief Executive Officer and Director of Fairfax India Holdings, a company listed on the Toronto Stock Exchange and is also a Managing Director of Hamblin Watsa Investment Counsel, a wholly-owned investment management company of Fairfax Financial Holdings. Hamblin Watsa provides discretionary investment management to all the insurance and reinsurance subsidiaries of Fairfax and currently manages approximately US\$ 50 billion of assets. At Hamblin Watsa, he is responsible for all Fairfax and subsidiary investments in Asia. Prior to joining Hamblin Watsa, he was the owner/president of an industrial distribution company and a senior executive at a large multinational consumer packaged food company.

### Details of Other Directorship:

Indian Entities: Thomas Cook (India) Limited, Bangalore International Airport Limited, IIFL Finance Limited, National Commodities Management Services Limited, Sanmar Engineering Services Limited, Go-Digit General Insurance Limited, Fairbridge Capital Private Limited, Chemplast Sanmar Limited and Go Digit Infoworks Services Private Limited.

Global Entities: 18

**Nationality:** Canadian

In the Governance Committees of:



## Gopalakrishnan Soundarajan

Non-Executive Director

Appointed to the Board:  
(April 1, 2020)

### Skills and Experiences:

Gopal is a Managing Director at Hamblin Watsa Investment Counsel. He has leadership experience in handling financial management of various

# Profile of the Directors

enterprises. He has an incisive ability to identify as well as address resolutions at organisations exposed to financial and business risks including exposure to legal and regulatory vagaries. Mr. Soundarajan also brings with him immense experience in corporate business strategy and capital allocation, a knowledge so useful in today's environment where maximisation of shareholder value is of utmost concern.

## Career:

He is a Bachelor of Commerce from the University of Madras, is a member of the Institute of Chartered Accountants of India and is a Qualified Chartered Financial Analyst and Member of the CFA Institute in the US. Before joining Hamblin Watsa, Gopal was the Chief Investment Officer at ICICI Lombard, the largest private sector property and casualty insurance company in India. He held that position for 18 years and was a member of the insurer's investment committee as well.

## Details of other Directorship:

Thomas Cook India, Bangalore  
International Airport and Anchorage  
Infrastructure Investments Holdings

Global Entities: 4

Nationality: Indian

## In the Governance Committees of:

AC

## Gaurav Mathur

Non-Executive Independent Director

Appointed to the Board:  
(August 31, 2020)

## Skills and experience:

A pioneer in the private equity space in India, Gaurav started his career in 1998 with the European High Yield Capital Markets group at Deutsche Bank in London. He brings with him over 20 years of astute investing, nurturing and growing companies and has created tremendous value for shareholders over the years. Apart from private equity, Gaurav also comes with sound expertise in venture capital funding, capital markets, corporate development, financial modelling and valuation. While Gaurav's entrepreneurial abilities are well known to the world, he also

possesses rich experience in service industries and overseeing technology-led transformation at corporates.

## Career:

He has a Post Graduate Diploma in Management from the Indian Institute of Management, Ahmedabad and a BA (Hons.) in Economics from Delhi University. Gaurav Mathur is the Founder Director at InVent Capital, a long-term investment firm that focuses on listed equity and control oriented investments in consumer and services businesses in India. He is also the CEO of Digital Gold India, a leading digital gold platform. He also co-founded private equity outfit India Equity Partners. He was a Principal at JPMorgan and has served as a Director, representing investors on the boards of numerous companies. The list of such firms who have benefited from Gaurav's deep understanding of complex business issues includes Jubilant Foodworks, Manappuram Finance, Piramal Glass, Innovative Foods and MTR Foods.

## Details of Other Directorship:

Digital Gold India Private Limited, Invent  
Advisors Private Limited and Safegold  
Digidemat Private Limited.

Nationality: Singapore

## In the Governance Committees of:

AC

CSR

## K. R. Girish

Non-Executive Independent Director

Appointed to the Board:  
(August 31, 2020)

## Skills and Experiences:

Over a span of 36 years, Girish has lent his considerable expertise to corporates in financial analysis and reporting, international taxation including that related to M&As, internal controls and business strategy. He also holds the flag in the areas of technology adoption for ERP and regulatory frameworks. Girish is much sought by corporates for his views on their business plans and for a second opinion on their strategic initiatives. He often advises corporates on the right capital allocation policy, keeping tax consequences and shareholder interests

in mind. He has been involved with many large technology companies, particularly those with services as a major revenue stream. In today's world where the importance of ESG cannot be overemphasised, he has provided critical inputs to corporates keen to address these global concerns.

## Career:

Mr. Girish is a fellow member of the Indian Institute of Chartered Accountants and a graduate from Karnataka State Law University. He is also an associate member of the Australian Taxation Institute and holds a Post Graduate Diploma in Taxation practice from M S University, Baroda. He spent 18 years at KPMG and was its Partner and Head of Tax for South India and National leader for tax dispute resolution practice. He has also been associated with tax advisory firms Baker Tilly DHC and LeapRidge. He now operates his CA proprietary firm KR Girish and Associates. He has been rated as one of the top tax professionals in the country consistently for the last 4 years by International Tax Review UK. He was past president of the Bangalore Chamber of Industry and Commerce (BCIC) during 2009-10 and continues to be the Chairman of the finance Committee of the Chamber.

## Details of Other Directorship:

Credens Fiduciary Solutions and  
Founder Director of International Tax  
Research and Analysis Foundation  
(ITRAF), Section 8 Company.

Nationality: Indian

## In the Governance Committees of:

AC

C

## Revathy Ashok

Non-Executive Independent Director

Appointed to the Board:  
(July 24, 2015)

## Skills and Experiences:

Revathy has spent over 3 decades pursuing capital raising, business development, financial, risk management and commercial with an ability to understand and analyze key financial statements, assess financial viability

# Profile of the Directors

and performance, contribute to strategic financial planning and budgets with strategic goals and priorities. She holds a Bachelor's degree in Science from Bangalore University and a Post Graduate Diploma in Management from the Indian Institute of Management, Bangalore.

## Career:

She is the Co-founder of Strategy Garage, which aims to foster entrepreneurship in India, along with being an active mentor at the Indian Angel Network. She is passionate about women's economic empowerment and evangelising entrepreneurship and is actively involved with many start-ups, helping them with their business strategy and promoting transparency and good governance. She is a managing Trustee of Bengaluru Political Action Committee, a nonpartisan citizen's group that aims to improve governance and to enhance the quality of life of every Bangalorean. She last served as Managing Director of Tishman Speyer India and currently serves on the Board of leading listed companies. She has held senior management positions in global corporations such as Syntel, Microland and Tyco Electronics. Further, she also serves as a member of Risk Management Committee of ADC India Communications Limited and Barbeque - Nation Hospitality Limited.

## Achievement:

She was awarded the 'Faculty medal for Best Performance' – Habitat & Environmental Studies. She has a successful leadership experience of over three decades spanning variety of industries – Private Equity, Software & IT enabled services, Manufacturing, Infrastructure & Real estate, etc. in Senior Management positions handling wide variety of portfolios, namely Capital Raising, Business Development, Finance, Commercial and other strategic general management functions. In 2011, she was nominated by CII as one of the top women achievers in Business in South India and in 2005, she was named as one of the 10 most powerful women in the Indian IT industry by Dataquest.

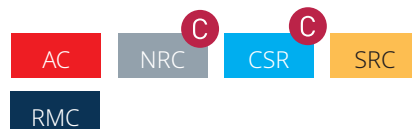
## Details of other Directorship:

AstraZeneca Pharma India Limited, ADC India Communications Limited, Athena Infonomics India Private Limited, Barbeque-Nation Hospitality Limited, Khemeia Technologies Private Limited, Microland Limited, ManipalCigna Health Insurance Company Limited, Shell MRPL Aviation Fuels and Services Limited, Sansera Engineering Limited, Welspun

Corp Limited and Welspun Metallicas Limited.

**Nationality:** Indian

## In the Governance Committees of:



## Sanjay Anandaram

Non-Executive Independent Director

Appointed to the Board:  
(December 22, 2015)

## Area of Expertise

Corporate strategy and capital allocation, Corporate and Board Governance, Global Business Management, Services Business Management, Financial and Risk Management, digital public platforms, Technology-led transformation and innovation.

## Skills and Experiences:

Sanjay has spent over 30 years as a corporate executive, investor, early stage venture capitalist, teacher and advisor to funds and entrepreneurs. He has significant experience in M&As and funding start-ups. Sanjay has written extensively in online and offline publications including The Wall Street Journal and The Financial Express. He often shares his knowledge with students and corporate executives from various countries on innovation and entrepreneurship and has been a visiting faculty at Singapore campus of France's INSEAD business school. He is a mentor and board member of Sattva, a leading impact consulting firm including ESG.

## Career:

He holds a Bachelor degree in Electrical Engineering from Kolkata's Jadavpur University and a Post Graduate Diploma in Management from the Indian Institute of Management, Bengaluru. He is a co-founder of NICE (Network of Indian Cultural Enterprises), a non-profit company, that seeks to create Indian soft power through entrepreneurial ventures based on indigenous Indian practices and knowhow. In 2016, he authored "Startup Mantras" a collection of 100

distilled insights for entrepreneurs and managers. He co-founded Neta, a Silicon Valley VC backed software company, that became a part of Infoseek/Disney. He was a founding partner of JumpStart-Up, a US\$ 45 million early-stage US-India cross border VC fund that invested in technology businesses. Early in his career, he spent several years with Wipro in India and overseas where he established several new business initiatives for the company. He is an Executive Board Member of Modular Open Source Identity Platform. He is a Governing body member of TiE Bengaluru and leads the digital diplomacy initiative at ISPIRT, a not-for profit technology think-tank, and is associated with several venture funds and innovative companies. Further, he also serves as a member of Risk Management Committee of Allsec Technologies Limited.

## Details of Other Directorship:

Allsec Technologies Limited, Conneqt Business Solutions Limited, Network of Indian Cultural Enterprise, Syzygy Consultants Private Limited and Sattva Media and Consulting Private Limited.

**Nationality:** Indian

## In the Governance Committees of:



## Board Committee Membership Indicators

- AC **Audit Committee**
- RMC **Risk Management Committee**
- NRC **Nomination & Remuneration**
- CSR **Corporate Social Responsibility**
- SRC **Stakeholders' Relationship Committee**
- C **Chairman of the Committee**



# Board Qualifications, Expertise and Attributes

Pursuant to the corporate governance provisions of the Act and the Listing Regulations, our Board has an optimum combination of Executive and Non-Executive Directors with 50% of the Board comprising Independent Directors. The Nomination and Remuneration Committee (“NRC”) along with the Board identifies the right candidate with the right qualities, skills and experience required for an individual member and the Board as a whole.

Members are expected to possess the required qualifications, integrity, expertise and experience for the position. Members should also have deep expertise and insights in sectors/areas relevant to the Company, and the ability to contribute to the Company’s growth.

In case of appointment of Independent Directors, the NRC satisfies itself about the independence of the Directors vis-à-vis the Company to enable the Board to discharge its functions and duties effectively and ensures that the candidates identified for appointment as Directors are not disqualified for appointment under Section 164 and other applicable provisions of the Companies Act, 2013.

As required under Rule 6 of the Companies (Appointment and Qualification of Directors) Rules, 2014, all the Independent Directors have completed the registration with the Independent Directors Databank. In case of re-appointment of Independent Directors, the Board takes into consideration the performance evaluation of the Independent Directors and their engagement level.

The Board comprises qualified members who possess the required skills, expertise and competencies that allow them to make effective contributions to the Board and its Committees. The following skills/ expertise/ competencies have been identified for the effective functioning of the Company and are currently available with the Board:

<b>Corporate strategy and capital allocation</b>	Experience in developing long-term strategies to grow consumer/business, consistently, profitably, competitively and in a sustainable manner in diverse business environments and changing economic conditions.
<b>Corporate and Board Governance</b>	Experience in developing and implementing good corporate governance practices, maintaining board and management accountability, managing stakeholders’ interests and Company’s responsibilities towards customers, employees, suppliers, regulatory bodies and the communities in which it operates.
<b>Global Business Management</b>	Experience in driving business success in global markets, with an understanding of diverse business environments, economic conditions, cultures, and regulatory frameworks and a broad perspective on global market opportunities.
<b>Services Business Management</b>	Service on a board of a public company to develop insights about maintaining board and management accountability, protecting shareholder interests, and observing appropriate governance practices.
<b>Technology-led transformation</b>	A significant background in technology, resulting in knowledge of how to anticipate technological trends, generate disruptive innovation, and extend or create new business models, intellectual property in information technology domain, and knowledge of technology trends including BCP and digital transformation of services.
<b>Finance and risk management professional</b>	Leadership of a financial firm or management of the finance function of an enterprise, resulting in proficiency in complex financial management and financial reporting processes, or experience in actively supervising a person performing similar functions.  Experience in identifying and evaluating the significant risk exposures to the business strategy of the Company and assessing the management’s actions to mitigate the strategic, legal and compliance, and operational risk exposures
<b>Environment, Sustainability and Governance (ESG)</b>	Experience in leading the sustainability and ESG visions of organisations, to be able to integrate these into the strategy of the Company.

While all the Board members possess the skills identified, their core areas of expertise are given below:

Name of the Director	Area of Expertise
<b>Mr. Ajit Isaac</b>	<ul style="list-style-type: none"> <li>• Corporate strategy and capital allocation,</li> <li>• Corporate and Board Governance,</li> <li>• Global Business Management,</li> <li>• Services Business Management,</li> <li>• Technology-led transformation,</li> <li>• Finance and risk management professional, and</li> <li>• Environment, Sustainability and Governance</li> </ul>
<b>Mr. Guruprasad Srinivasan</b>	<ul style="list-style-type: none"> <li>• Corporate strategy and capital allocation,</li> <li>• Corporate and Board Governance,</li> <li>• Global Business Management,</li> <li>• Services Business Management,</li> <li>• Technology-led transformation,</li> <li>• Finance and risk management professional, and</li> <li>• Environment, Sustainability and Governance</li> </ul>
<b>Mr. Chandran Ratnaswami</b>	<ul style="list-style-type: none"> <li>• Corporate strategy and capital allocation,</li> <li>• Corporate and Board Governance,</li> <li>• Global Business Management,</li> <li>• Technology-led transformation, and</li> <li>• Finance and risk management professional.</li> </ul>
<b>Mr. Gopalakrishnan Soundarajan</b>	<ul style="list-style-type: none"> <li>• Corporate strategy and capital allocation,</li> <li>• Corporate and Board Governance,</li> <li>• Global Business Management, and</li> <li>• Finance and risk management professional.</li> <li>• Technology-led transformation</li> </ul>
<b>Ms. Revathy Ashok</b>	<ul style="list-style-type: none"> <li>• Corporate strategy and capital allocation,</li> <li>• Corporate and Board Governance,</li> <li>• Services Business Management,</li> <li>• Technology-led transformation, and</li> <li>• Environment, Sustainability and Governance</li> <li>• Finance and risk management professional</li> </ul>
<b>Mr. Sanjay Anandaram</b>	<ul style="list-style-type: none"> <li>• Corporate strategy and capital allocation,</li> <li>• Corporate and Board Governance,</li> <li>• Global Business Management,</li> <li>• Services Business Management,</li> <li>• Technology-led transformation, and</li> <li>• Environment, Sustainability and Governance</li> <li>• Finance and risk management professional</li> </ul>
<b>Mr. K. R. Girish</b>	<ul style="list-style-type: none"> <li>• Corporate strategy and capital allocation,</li> <li>• Corporate and Board Governance,</li> <li>• Services Business Management, and</li> <li>• Finance and risk management professional.</li> <li>• Technology-led transformation</li> </ul>
<b>Mr. Gaurav Mathur</b>	<ul style="list-style-type: none"> <li>• Corporate strategy and capital allocation,</li> <li>• Corporate and Board Governance,</li> <li>• Services Business Management,</li> <li>• Technology-led transformation, and</li> <li>• Finance and risk management professional.</li> </ul>

## Committees of the Board

The Board of Directors has constituted various Committees to focus on specific areas and to make informed decisions within their authority. Each Committee is directed by its charter and/or policy which outlines their scope, roles, responsibilities and powers. All the decisions and recommendations of the Committee are placed before the Board for their approval.

The Board Committees are set up under the formal approval of the Board, to carry out clearly defined roles. The Minutes of the meetings of all the Committees are placed before the Board for review. The Company's guidelines relating to Board meetings are applicable to Committee meetings as far as practicable.

With a view to have a more focused attention on business and for better governance and accountability, the Board has seven (7) committees, which comprises of five (5) statutory committees and other two (2) are non-statutory committees in line with the requirements of Act and Listing Regulations, details of which are as follows:

- A. Audit Committee;
- B. Nomination and Remuneration Committee (**NRC**);
- C. Stakeholders' Relationship Committee (**SRC**);
- D. Corporate Social Responsibility Committee (**CSR**);
- E. Risk Management Committee (**RMC**);
- F. Share Transfer Committee; and
- G. Administration and Investment Committee.

The Composition of these committees as on 31 March 2023 is as follows –

Audit Committee	Nomination &	Stakeholders' Relationship Committee	Corporate Social Responsibility Committee	Risk Management Committee	Share Transfer Committee	Administration & Investment Committee
Mr. K. R. Girish (Chairperson)	Ms. Revathy Ashok (Chairperson)	Mr. Sanjay Anandaram (Chairperson)	Ms. Revathy Ashok (Chairperson)	Mr. Ajit Isaac (Chairperson)	Mr. Ajit Isaac (Chairperson)	Mr. Guruprasad Srinivasan (Chairperson)
Ms. Revathy Ashok	Mr. Sanjay Anandaram	Ms. Revathy Ashok	Mr. Gaurav Mathur	Mr. Guruprasad Srinivasan	Mr. Guruprasad Srinivasan	Mr. Ajit Isaac
Mr. Sanjay Anandaram	Mr. Chandran Ratnaswami	Mr. Ajit Isaac	Mr. Ajit Isaac	Ms. Revathy Ashok	*Mr. Kundan K Lal	-
Mr. Chandran Ratnaswami	-	-	-	Mr. Sanjay Anandaram	-	-
Mr. Gaurav Mathur	-	-	-	#Mr. Kamal Pal Hoda	-	-
Mr. Gopalakrishnan Soundarajan	-	-	-	-	-	-

All members of these Committees are financially literate and have management expertise.

\* Company Secretary and Compliance Officer

# Chief Financial Officer



# Annexure

**Annexure I - Business Responsibility and Sustainability Report (BRSR)**

**Annexure II - ESG Key Performance Indicators**

**Annexure III - SASB Disclosure**

**Annexure IV - ESG Policies**



# ANNEXURE – I BRSR

## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING

### SECTION A: GENERAL DISCLOSURES

#### I. Details of the listed entity

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

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

#### II Products/services

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

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

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

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

### III. Operations

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

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

\*Excluding Allsec Technologies Limited, a listed company

17. Markets served by the entity:

a. Number of locations

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

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

1

c. A brief on types of customers

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

### IV. Employees

18. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

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

\*Excluding Allsec Technologies Limited, a listed company

b. Differently abled Employees and workers:

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

\*Excluding Allsec Technologies Limited, a listed company

## 19. Participation/Inclusion/Representation of women

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

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

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

\*Excluding Allsec Technologies Limited, a listed company

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

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

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

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

## VI. CSR Details

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

Yes

(ii) Turnover (in Rs.)

` 121,963,454,605 (Standalone)

(iii) Net worth (in Rs.)

` 21,716,808,172 (Standalone)



## VII. Transparency and Disclosures Compliances

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

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

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

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

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

## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

### Governance, leadership and oversight

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

10: Details of Review of NGRBCs by the Company:

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

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

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

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

## SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

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

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

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

Nil

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

Nil

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

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

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

Nil

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

Nil

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

Nil

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

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

Nil

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

Yes

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

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

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

Not Applicable, we do not manufacture any products

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

No

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

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

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

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



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

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

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

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

## 3. Accessibility of workplaces

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

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

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

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

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

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

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

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

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

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

Nil

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

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

Note: We have considered only permanent employees.

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

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

Note: We have considered only permanent employees.

10. a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No).  
If yes, the coverage such system?
- Yes, Quess Corp Limited is committed to maintaining a system that protects the environment and provides our employees, visitors, and customers with safe and healthy working conditions. An Incident Management Tool has been made live in the WorQ App for the employees, where the employees can report any incident/safety/health hazard or grievances that will be addressed by the UHD (Unified Help Desk) as well the respective business spocs to resolve the same within TAT provided by the company.
- b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?
- Regular workplace inspections are carried out to identify any potential hazards and assess their level of risk. Job hazard analysis is conducted to identify specific hazards Associated with particular jobs or tasks. Safety inspections offer an opportunity to evaluate the overall effectiveness of the safety program and identify areas for improvement. In case of an incident, comprehensive incident investigations are conducted to determine the root cause and prevent similar incidents from occurring in the future. Furthermore, employees receive safety training to enhance their awareness and understanding of workplace hazards and the appropriate safety procedures to follow.
- c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N)
- Yes
- d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)
- Yes

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

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

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

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

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

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

Nil

## 14. Assessments for the year:

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

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

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

**PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders****1. Describe the processes for identifying key stakeholder groups of the entity**

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

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

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



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

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

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

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

\*Excluding Allsec Technologies Limited, a listed company

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

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

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

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

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

Yes

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

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

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

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

Note: We have considered only permanent employees.

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

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

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

Yes

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.

## 9. Assessments for the year:

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

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

Not Applicable

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

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

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

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

No

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

No

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

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

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

No

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

No

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

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

\*Not Rated

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

No



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

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

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)  
If yes, name of the external agency  
No

7. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.  
Yes, the company has set targets to reduce greenhouse gas emissions, which include a goal of reducing emission intensity of 20% by FY2025.
8. Provide details related to waste management by the entity, in the following format:
- (a) Total Waste generated (in metric tonnes)

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

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

No

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

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

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

Not Applicable

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

Not Applicable

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

Yes

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

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

9

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

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

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

Not Applicable

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

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.  
Not Applicable
2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity  
Not Applicable

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

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

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

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

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

\*Not tracked

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

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.  
Qess Corp is very serious about grievances and feedback. To resolve each concern and query, we have the following mechanisms in place. Here is how the process functions:  
**Website correspondence** - When a client or individual faces problems with our services or platforms, they have an option to visit the Contact Us page and fill out a form or write to us an email. This form is intuitive in nature, and helps one reach the right person. Once it reaches respective teams, a ticket is raised and passed onto a dedicated executive to understand their issue/query, guides them to a suitable solution, and closes the ticket.  
**Toll-free grievance redressal** - To provide round-the-clock assistance, Qess Corp enables clients with grievance and feedback redressal through toll-free numbers available on our website. This mechanism is supported by an in-house contact center, which is tracked through a ticket is raised and assigned to the respective business executive for closure.
2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about Environmental and social parameters relevant to the product, Safe and responsible usage, Recycling and/or safe disposal  
Not Applicable
3. Number of consumer complaints in respect of data privacy, advertising, cybersecurity, delivery of essential services, restrictive trade practices, unfair trade practices  
We do not have any consumer complaints in respect of data privacy, advertising, cybersecurity, delivery of essential services, restrictive trade practices, unfair trade practices.
4. Details of instances of product recalls on account of safety issues:  
Not Applicable
5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.  
Yes, <https://www.quessecorp.com/privacy-statement/>
6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.  
None

## Annexure II - Key Performance Indicator

E/S/G	Themes	Sub-Themes	KPIs	Source	Reference
S	The People Company	Diversity & Inclusion	Proportion of women in the organisation	Annual Report FY23	Pg. 21
S	The People Company	Diversity & Inclusion	QWEEN Initiatives	Annual Report FY23	Pg. 21
S	The People Company	Diversity & Inclusion	Awards & Recognition	Annual Report FY23	Pg. 5-6
S	The People Company	Diversity & Inclusion	Inclusion of people with disability in the organisation	Annual Report FY23	Pg. 04
S	The People Company	Mobilizing Talent	Total Employee	Annual Report FY23	Pg. 04
S	The People Company	Mobilizing Talent	First time social security benefits	Annual Report FY23	Pg. 21
S	The People Company	Digitising job discovery	Digital hiring platforms	Annual Report FY23	Pg. 12
S	The People Company	Upskilling & Training	Proportion of employees who have received skill development training during the reporting period	Annual Report FY23	Pg. 21
S	The People Company	Upskilling & Training	Employee training hours	Annual Report FY23	Pg. 46
S	The People Company	Nurturing Work Environment	Voluntary and Non-compensation benefits	Annual Report FY23	Pg. 12
S	The People Company	Nurturing Work Environment	MSME & Vendor management	Annual Report FY23	Pg. 74
S	The People Company	Occupational Health and Safety Policy	Safety drills	Annual Report FY23	Pg. 66
S	Responsible Citizen	Societal Impact	Education	Annual Report FY23	Pg. 25-27
S	Responsible Citizen	Societal Impact	Health & Well-being	Annual Report FY23	Pg. 27-28
E	Environment Conscious	Energy & Emissions	GHG Emissions	Annual Report FY23	Pg. 23
E	Environment Conscious	Energy & Emissions	Greenpiece landscaping practices	Annual Report FY23	Pg. 23
E	Environment Conscious	Waste Management	E-waste management	Annual Report FY23	Pg. 23
E	Environment Conscious	Waste Management	Paper waste generation & recycling	Annual Report FY23	Pg. 23
E	Environment Conscious	Waste Management	Repair or refurbishment of electronic devices	Annual Report FY23	Pg. 23
G	Trusted Institution	Corporate Governance	Board Structure	Annual Report FY23	Pg. 29
G	Trusted Institution	Corporate Governance	Incidents on Sexual Harassment	Annual Report FY23	Pg. 54
G	Trusted Institution	Corporate Governance	ISO Compliance	Annual Report FY23	Pg. 24
G	Trusted Institution	Corporate Governance	Workforce grievances	Annual Report FY23	Pg. 64
G	Trusted Institution	Information Security & Data Privacy	Security Management Tools	Annual Report FY23	Pg. 54
G	Trusted Institution	Information Security & Data Privacy	Council on Cyber Security	Annual Report FY23	Pg. 45



# Annexure III - SASB

## 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 60)	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 60)	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) 28% Core and 18% Associate women	
	(1) Voluntary and (2) involuntary turnover rate for employees	Quantitative	Rate	Core: 1) 28.1% 2) 19.8%	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 (%)	91% of 4,709 respondents rated high on satisfaction survey	SV-PS-330a.3
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 Risk Management Policy Code of Conduct for Prevention & Prohibition of Insider Trading Vendor Code of Business & Ethical Conduct 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) 5,587 full-time employees 2) ----- 3) 5,02,337 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	28%	72%	
All Other Employees – Associate	18%	82%	

## Annexure IV - ESG Related Policies

E/S/G	Themes	Sub-Themes	KPIs	Reference
S	The People Company	Diversity and Inclusion	Equal Employment Opportunity Policy	<a href="https://www.quessecorp.com/corporate-governance/">https://www.quessecorp.com/corporate-governance/</a>
S	The People Company	Nurturing Work Environment	Policy on Human Rights	<a href="https://www.quessecorp.com/corporate-governance/">https://www.quessecorp.com/corporate-governance/</a>
S	The People Company	Nurturing Work Environment	Health, Safety & Environmental Conservation Policy	<a href="https://www.quessecorp.com/corporate-governance/">https://www.quessecorp.com/corporate-governance/</a>
S	The People Company	Nurturing Work Environment	Employee Code of Conduct	<a href="https://www.quessecorp.com/corporate-governance/">https://www.quessecorp.com/corporate-governance/</a>
S	The People Company	Nurturing Work Environment	Customer Service Policy	<a href="https://www.quessecorp.com/corporate-governance/">https://www.quessecorp.com/corporate-governance/</a>
S	Responsible Citizen	Societal Impact	CSR Policy	<a href="https://www.quessecorp.com/corporate-governance/">https://www.quessecorp.com/corporate-governance/</a>
E	Environmentally Conscious	Climate Change Risk Mitigation	Environmental, Social & Governance (ESG) Policy Framework	<a href="https://www.quessecorp.com/corporate-governance/">https://www.quessecorp.com/corporate-governance/</a>
G	Trusted Institution	Corporate Governance	Nomination and Remuneration Policy	<a href="https://www.quessecorp.com/corporate-governance/">https://www.quessecorp.com/corporate-governance/</a>
G	Trusted Institution	Corporate Governance	Committees of the Board	<a href="https://www.quessecorp.com/corporate-governance/">https://www.quessecorp.com/corporate-governance/</a>
G	Trusted Institution	Corporate Governance	Policy on Business Ethics	<a href="https://www.quessecorp.com/corporate-governance/">https://www.quessecorp.com/corporate-governance/</a>
G	Trusted Institution	Corporate Governance	Risk Management Policy	<a href="https://www.quessecorp.com/corporate-governance/">https://www.quessecorp.com/corporate-governance/</a>
G	Trusted Institution	Corporate Governance	Board Diversity Policy	<a href="https://www.quessecorp.com/corporate-governance/">https://www.quessecorp.com/corporate-governance/</a>
G	Trusted Institution	Corporate Governance	Policy on Vendor Code of Business and Ethical Conduct	<a href="https://www.quessecorp.com/corporate-governance/">https://www.quessecorp.com/corporate-governance/</a>
G	Trusted Institution	Corporate Governance	Policy on Bribery and Anti-Corruption	<a href="https://www.quessecorp.com/corporate-governance/">https://www.quessecorp.com/corporate-governance/</a>
G	Trusted Institution	Corporate Governance	Policy on Whistle blower	<a href="https://www.quessecorp.com/corporate-governance/">https://www.quessecorp.com/corporate-governance/</a>
G	Trusted Institution	Corporate Governance	Policy on Prevention of Sexual Harassment	<a href="https://www.quessecorp.com/corporate-governance/">https://www.quessecorp.com/corporate-governance/</a>
G	Trusted Institution	Corporate Governance	Directors Familiarization Programme	<a href="https://www.quessecorp.com/corporate-governance/">https://www.quessecorp.com/corporate-governance/</a>



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