

Human Rights & Equal Opportunities Policy

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1. Objective/ Vision Statement

- Firstsource is committed to promoting equal opportunities in the organization.
- Firstsource values human diversity, encourages fairness and justice and advocates equal chances for everyone to work, learn and grow within the organization, free from any form of discrimination or victimization.
- Employees should not receive less favourable treatment on the grounds of sex, race, marital status, disability, age, part-time or fixed term contract status, sexual orientation or religion, or be disadvantaged by conditions or requirements that cannot be shown to be justifiable. The organization is committed not only to its legal obligations but also to the positive promotion of equality of opportunity in all aspects of employment.
- The application of recruitment, training, and promotion policies to all individuals will be on the basis of job requirements, individual ability and merits.
- In order to achieve this vision, the organization encourages equality of opportunity for all employees and actively promotes good relations. We eliminate any conditions, procedures or individual behaviour that can lead to discrimination with respect to race, Gender, Disability, Sexuality, Age, Religion and Belief along with any other employment related issues.

2. Defining Discrimination

- a) Discrimination can occur in various employment practices, including but not limited to recruitment, job allocation, performance evaluations, promotions, training opportunities, and pay. Discrimination can take place when an individual or group is treated unfairly in any of these areas based on characteristics such as race, gender, age, disability, religion, or other protected traits. Any form of Discrimination should be avoided. Discrimination is majorly classified into two types direct and indirect.
- b) Direct discrimination occurs when one person is treated less favourably than the other on grounds related to sex, race, marital status, age, disability, sexual orientation, or religion.
- c) Indirect discrimination occurs where a requirement is imposed which can be complied with by a smaller proportion of persons of a particular sex, race, marital status, disability, age, part-time or fixed-term contract status, sexual orientation or religion, than persons in another group which is not objectively justifiable in the given situation.
- d) Harassment and Bullying are also considered as one form of discrimination. Harassment refers to unwanted, offensive, or intimidating behaviour that creates a hostile, degrading, humiliating, or offensive environment. Bullying, which is a form of harassment, includes behaviour intended to intimidate, belittle, or undermine an individual or group. Harassment and bullying may be related to a person's race, gender, age, religion, disability, or any other characteristic, and can be either physical, verbal, or non-verbal. The behaviours are unacceptable in any form and constitute discrimination.

- e. Microaggressions are everyday verbal, nonverbal, or environmental slights, snubs, or insults, whether intentional or unintentional, that communicate hostile or derogatory messages to individuals based on their race, gender, religion, or other characteristics. These may seem like small incidents, but when repeated, they can have a cumulative negative impact on an individual's well-being and sense of belonging at work. Firstsource recognizes that microaggressions, though often subtle, are a form of discrimination and will not be tolerated
- f. Employees may also face discrimination if they are perceived to belong to a particular group, even if they do not belong to that group. Discrimination can also occur based on association with an individual who has a protected characteristic.

3. The Policy

Firstsource treats all employees fairly and honestly irrespective of their position. This policy covers full-time employees, part-time employees, contractual employees and apprentices (hereinafter referred to as “**Employees** “).

All employees have a written contract of employment, with agreed terms and conditions, including notice periods on both sides. All employees are entitled to reasonable rest breaks, access to toilets, rest facilities and portable water at their place of work, and holiday leave in accordance with the legislation of the country or state where they work.

We at Firstsource

- Offer services fairly to all people, ensuring that anyone in contact with the organization is treated with respect.
- Comply with all legislation dealing with discrimination and the promotion of equality, following the codes of practice issued to support this legislation.
- Ensure all employment policies procedures and guidelines reflect and reinforce the organization's commitment to equality.
- Ensure mechanisms are in place for responding to complaints of discrimination and harassment.
- Periodically review the Equal Opportunities policy.

4. Recruitment, Selection & Promotion

We at Firstsource

- Ensure that all employees are recruited and promoted based on ability and other relevant criteria as laid out in our Promotion Policy
- Be committed to equal opportunity for all people and protect against all forms of discrimination, with particular regard to: Gender; Race; Disability; Religion and Belief; Age and Sexuality.

- Scrutinize the recruitment process to ensure that there is no discrimination or discouragement from applications from any section of the community.
- Ensure that all its employees who are part of the recruitment selection panel are trained in equality issues.
- Use appropriate legislation as a framework for action to support the recruitment process positively.
- Advertisements for posts will give sufficiently clear and accurate information to enable potential applicants to assess their suitability for the post. All job advertisements and descriptions will use inclusive language that does not unintentionally discourage applications from underrepresented groups. This includes but is not limited to, gender-neutral language and non-biased role specifications.
- All descriptions and specifications for posts will include only requirements that are necessary and justifiable for the effective performance of the job.
- All selection will be thorough, conducted against defined criteria and will deal only with the applicant's suitability for the job.

5. Employment

- Firstsource will not discriminate on the basis of sex, race, marital status, disability, age, part-time or fixed-term contract status, sexual orientation or religion in the allocation of duties between employees employed at any level with comparable job descriptions.
- Firstsource will put in place any reasonable measures and/or adjustments within the workplace for those employees who become disabled during employment or for disabled appointees. Employees who require reasonable adjustments due to a disability, whether temporary or permanent, are encouraged to inform their manager or HR department. The company is committed to providing reasonable accommodation.
- All employees will be considered solely on their merits for career development and promotion with equal opportunities for all.

6. Training And Development

- Employees are provided appropriate training regardless of sex, race, marital status, disability, age, part-time or fixed-term contract status, sexual orientation or religion.
- All employees are encouraged to discuss their career prospects and training needs with their supervisor or the HR Department.

7. Grievance And Victimization Handling

Any employee who suspects infringement of the policy or any of the above has the right to raise a grievance or complaint without fear of persecution or retribution. Complaints can be raised by approaching their immediate supervisor or department concerned. The employee

can also raise the grievance through the Grievance Redressal System application (“FirstConnect”) at <https://firstconnect.firstsource.com/firstConnect/GRSLogin.aspx> or by writing to grs@firstsource.com. Complaints can also be raised at, whistleblowing@firstsource.com.

Firstsource assures all employees that any grievance raised will be handled with the utmost confidentiality. Employees who file grievances, who raise concerns in good faith or who participate in investigations will not face retaliation, discrimination, harassment or victimization or any other violation under this policy. Retaliation of any kind, including but not limited to, adverse treatment or harassment, is prohibited and will result in disciplinary action as per Firstsource's process. Firstsource authorities will investigate any allegations of infringements of the Human Rights Policy and take appropriate action as necessary. Serious breaches by employees will be considered gross misconduct and may lead to their summary dismissal.

In case of Victimization, the employee should seek remedial action in the following way:

- The affected person should inform the offender of the particular act or conduct that is unacceptable.
- The immediate supervisor or manager should be informed.
- The supervisor/manager will have to file a written complaint.
- The matter will be looked into by the supervisor/manager.
- Strict confidentiality will be observed by all parties concerned.
- In case the complaint is found to hold true, disciplinary action will be taken against the offending party.
- In case the affected party feels the case has not been handled satisfactorily, they may escalate to the Senior Manager.

8. Human Rights Policy

“All human beings are born free and equal in dignity and rights. They are endowed with reason and conscience and should act towards one another in a spirit of brotherhood.”

Article 1 of ‘The Universal Declaration of Human Rights.’

Everyone is entitled to all the rights and freedoms defined as a fundamental Human Right. Firstsource dedicates itself to the promotion and strict observation of a work environment where every individual has the right to perform, without unfair/undue pressure or distinction of any kind, such as race, colour, sex, language, religion, political or other opinions, national or social origin, property, birth or other status.

Everyone will have the opportunity to fully participate in achieving business and personal success and will be valued for his or her distinct persona, abilities, and talents.

Firstsource will dedicate itself to promoting the protection of individual privacy, freedom of association and speech, freedom of opinion and expression, the right to equal opportunity, non-discriminatory treatment, harassment-free work environment, security and the right to be heard. Firstsource is committed to creating a workplace that is respectful and inclusive of all

employees, regardless of their sexual orientation, gender identity, or any other characteristic. Discrimination, harassment, or bias based on these or other personal attributes will not be tolerated. We value diversity in all forms and strive to provide a safe and supportive environment for all individuals.

Firstsource will not tolerate any violation or abuse of Human Rights within its business environment. Firstsource supports the right of employees to express their views and opinions respectfully and constructively. We encourage open communication, feedback, and dialogue, within the framework of professional conduct, to help improve the workplace environment and operation

- Firstsource will pay a fair wage reflecting the local markets and conditions. We always meet the requirements of the law of the land.
- Working hours shall comply with industry guidelines and national standards where they exist.
- Employment must be freely chosen. Firstsource is committed to ensuring that no form of child labour, forced labour, or human trafficking exists within its operations or supply chain. All employment shall be voluntary, and individuals under the legal working age shall not be employed in any capacity.
- We provide a safe working environment for our employees by minimizing foreseeable risks in the workplace. All employees receive regular health and safety training. We provide proper governance for health and safety.
- We abide by the non-discrimination laws of the land. It does not discriminate unfairly on any basis.
- We do not use or condone the use of corporal punishment, mental or physical coercion or verbal abuse. Firstsource has disciplinary procedures for any member of staff whose conduct or performance falls below the required standard.
- We have formal grievance procedures through which staff can raise personal and work-related issues.
- Firstsource has Codes of Ethics that govern relationships between employees, suppliers and contractors.
- We ensure that our security arrangements like surveillance cameras do not infringe on Human Rights and are consistent with international standards for law enforcement.

9. Review

This policy shall be reviewed at least annually or when significant changes are proposed to occur.