

Global Climate Advocacy Policy

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1. Introduction

Climate change presents one of the most significant challenges of our time, requiring urgent and concerted action from all sectors of society. This document outlines Firstsource's commitment to advocating for policies and initiatives that support the transition to a low-carbon economy.

2. Scope

This policy applies to all departments of the company that engage with industry/trade associations. It provides guidance on advocating climate-friendly policies and ensuring alignment with the company's climate goals.

3. Climate Goals

We fully support the Paris Agreement's objective of limiting the global temperature to well below 2°C above pre-industrial levels. As part of our long-term strategy, and in line with our commitment to the Science Based Targets initiative (SBTi), we are committed to achieving Net-Zero emissions by 2050.

4. Our Guiding Principles for Ethical Engagement

Our objective in engaging with industry/trade associations is to share expertise, promote best practices, and collaborate on technology-driven solutions for societal benefit.

Integrity and Transparency: Upholding integrity, honesty, and transparency is fundamental to our approach.

Supporting Informed Decision Making: Our efforts are aimed at facilitating well-informed decision-making that fosters the sustainability of our business.

Avoiding Improper Influence: Our company employees must refrain from attempting to unduly influence any decision-making process. In line with this, we do not engage in any lobbying activities to influence legislation or policy.

Review and Monitoring: We actively engage with stakeholders to foster collaboration and dialogue on climate-related issues. We conduct regular reviews and monitor our engagements with industry/trade associations to ensure alignment with our climate goals. We believe in being transparent about our climate-related activities and hence climate-related disclosures are also included in our annual Environmental, Social & Governance (ESG) Report.

5. Governance

To ensure alignment between our climate-related positions and those of our industry and trade associations, we have established a comprehensive management framework that supports consistent, informed, and coordinated engagement across the organization. This framework enables the ESG team to centrally collate and analyse relevant information from all regions globally, while business units and departments interacting with trade associations are accountable for managing these relationships.

This is further supported by a comprehensive governance structure, anchored by the Sustainability Council—comprising members of the Executive Leadership Team and led by the Chief Financial Officer (CFO), with the Chief Human Resources Officer (CHRO) as co-lead. The Council is responsible for operationalizing our ESG strategy, which also includes climate action, and for monitoring progress on associated initiatives and performance metrics. The CFO leads our efforts on sustainability and climate-related matters and ensures that key developments, including trade association positions are reviewed at the executive level to maintain alignment with our broader ESG strategy.

6. Actions to address non-alignment

We recognize the importance of addressing any identified non-alignment with our climate goals or advocacy positions. To ensure alignment, the company conducts an annual review and updates its actions accordingly, along with important decisions discussed with internal stakeholders involved with industry/trade associations. If non-alignment is identified, we would emphasize our climate policy and positioning, along with encouraging them to align with the Paris Agreement, which we follow and engage in independent advocacy where necessary.

7. Conclusion

We are committed to being a proactive advocate for climate action, contributing to the global effort to address climate change and build a sustainable future. Through strategic engagement, collaboration, and governance, we will work towards achieving our climate goals and creating lasting positive impacts for the planet and future generations.