

Biodiversity Policy

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Version Control

Version No.	Change description	Effective from
1.0	Baseline Policy	October 10, 2025

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Purpose and Commitment

Firstsource Solutions Ltd. recognizes the importance of conserving biodiversity — the variety of life on Earth — as essential for the health of ecosystems, communities, and economies. Although our operations as a Business Process Outsourcing company, we have a limited direct impact on natural habitats, we are committed to integrating biodiversity considerations into our sustainability practices and value chain engagements.

We aim to contribute positively to the protection and enhancement of biodiversity through responsible operations, awareness, and collaboration.

Current Scope

This policy applies to all Firstsource offices, delivery centers, and business operations globally, including employees, contractors, and suppliers who support our operations.

Objectives

Our biodiversity approach focuses on four key areas aligned with our environmental management priorities:

Responsible Operations:

- Ensure that our facility management practices comply with environmental regulations and avoid adverse impacts on local ecosystems.
- Promote the use of sustainable landscaping (e.g., native plants, minimal water use) in office premises where applicable.
- Prevent pollution and manage waste responsibly to avoid contamination of soil and water systems.

Resource Efficiency:

- Continue to reduce our consumption of energy, paper, and water through efficiency measures, thereby lowering our indirect pressures on ecosystems.
- Encourage digitalization to reduce paper-based processes.

Awareness and Employee Engagement:

- Promote biodiversity awareness among employees through communication, campaigns, and volunteering activities in collaboration with NGOs or local authorities.
- Encourage employee participation in tree plantation drives, clean-up programs, and urban greening initiatives.

Supply Chain and Partnerships:

- Engage with suppliers and facility partners to ensure environmentally responsible practices are adopted.
- Give preference to suppliers with demonstrated environmental stewardship, certifications, or biodiversity-conscious operations.

Governance and Review

- The Global Administration Team, in coordination with Facilities and Sustainability team, is responsible for implementing and managing this policy.
- This policy will be reviewed annually, or as needed, to reflect emerging best practices, regulations, and stakeholder expectations.
- Progress on biodiversity-related initiatives will be reported as part of Firstsource's annual sustainability / ESG disclosures.

Alignment with Global Frameworks

This policy aligns with:

- The UN Sustainable Development Goals (SDG 14 – Life Below Water and SDG 15 – Life on Land)
- The Convention on Biological Diversity (CBD) principles
- Our Broader QHSEE Policy- [Global QOHSEE Management Policy Sept2025.pdf](#)

Commitment & Review

Firstsource will continue to identify opportunities for supporting biodiversity enhancement and ecosystem protection through awareness programs, community engagement, and innovation-led sustainability actions