

Equal Opportunities Policy for “Differently Abled Persons”

Master List Ref HR-EO-DP-001	Release Date March 2021	Review Date June 2025	Next Review Date June 2026
Version 4.0	Process Owner Human Resources	Reviewed by Human Resources	Approved by SVP Human Resources

This document is the sole property of Firstsource Solutions Ltd, India. Any use or duplication of this document without express permission of Firstsource Solutions Ltd. is strictly forbidden and illegal.

Version Control

Version No.	Change description	Effective from
1.0	-	-
2.0	Review	January 2023
3.0	Review	March 2024
4.0	Review	June 2025

Index

1. Objective / Vision Statement.....	3
2. Scope	3
3. Definitions as per the RPWD Act	3
4. The Policy	4
5. Recruitment, Selection and Promotion	5
6. Employment	5
7. Training and Development.....	5
8. Grievance and Victimization Handling	6

1. Objective / Vision Statement

Firstsource Solutions Limited, India (“**Company**”) is committed to promoting a diverse workforce in the Company.

- The Company values human diversity, encourages fairness and justice and advocates equal rights for everyone to work, learn and grow within the Company, free from any form of discrimination or victimization.
- Employees should not receive less favourable treatment on the grounds of disability or be disadvantaged by conditions or requirements that cannot be shown to be justifiable. The company 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’s ability and merits and not hindered by the fact that an individual is differently abled.

In order to achieve this vision, we continuously strive to ensure that all our facilities, technologies, information, and benefits are accessible to the workforce who are differently abled. Our decisions on employment, career progression, training or any other benefits are solely based on merit. We follow an inclusive evaluation process by ensuring that a differently abled person is provided with any suitable flexibility and accommodation that may be required so that they may be evaluated fairly. Any information shared by an employee on being differently abled and/ or having any specific medical condition will remain confidential.

2. Scope

This Equal Opportunities Policy for Differently Abled Persons (“**Policy**”) is founded on the statute Rights of Persons with Disabilities Act, 2016 (“**RPWD Act**”) and covers all persons with disabilities, who are applicants, full time/ part time employees, interns, trainees, apprentices, contractual employees (“**Differently Abled Firstsource Personnel**”). The Policy also covers those employees, interns, trainees, apprentices, and contractual employees who acquire the status of differently abled persons during the tenure of their employment/ service at the Company.

This Policy also applies to all aspects of employment like recruitment, training, working conditions, salaries, transfers, employee benefits and career advancement.

3. Definitions as per the RPWD Act

- “Person with disability” means a person with long-term physical, mental, intellectual, or sensory impairment which, in interaction with barriers, hinders his full and effective participation in society equally with others.
- “Person with benchmark disability” means a person with not less than forty per cent of a

specified disability where specified disability has not been defined in measurable terms and includes a person with disability where specified disability has been defined in measurable terms, as certified by the certifying authority.

- “High support” means an intensive support, physical, psychological, and otherwise, which may be required by a person with benchmark disability for daily activities, to take independent and informed decision to access facilities and participating in all areas of life including education, employment, family and community life and treatment and therapy.
- “Discrimination” in relation to disability, means any distinction, exclusion, restriction based on disability which is the purpose or effect of impairing or nullifying the recognition, enjoyment, or exercise on an equal basis with others of all human rights and fundamental freedoms in the political, economic, social, cultural, civil or any other field and includes all forms of discrimination and denial of reasonable accommodation.
- “Reasonable accommodation” means necessary and appropriate modification and adjustments, without imposing a disproportionate or undue burden in a particular case, to ensure to persons with disabilities the enjoyment or exercise of rights equally with others.

4. The Policy

In accordance with the provisions of the RPwD Act and the Rules, the Company ensures that the work environment is free from any discrimination against Differently Abled Firstsource Personnel. Further, the Company will take all actions to ensure that a conducive environment is provided to Differently Abled Firstsource Personnel to perform their duties and excel in the same.

The Company shall ensure the following:

- Appropriate facilities and amenities are provided to Differently Abled Firstsource Personnel to enable them to effectively discharge their duties while in the Company premises;
- Provision is made for an accessible environment and of availability of assistive devices as required;
- A grievance redressal mechanism for addressing the matters related to the employment of Differently Abled Firstsource Personnel;
- The grievance committee will ensure that if any grievance is brought to its notice concerning the recruitment and employment of Differently Abled Firstsource Personnel, is dealt with in a fair and equitable manner free from any bias and/ or discrimination of any kind;
- No opportunity is denied to Differently Abled Firstsource Personnel, merely on ground of their condition of disability;
- Maintain records in a manner as detailed in the RPWD Act for Differently Abled Firstsource Personnel in the Company;
- Wherever necessary, reasonable adjustments will be made for Differently Abled Firstsource Personnel. Such adjustment would be provided: (1) to ensure that equal opportunity is provided in the application and selection process; (2) to enable a Differently Abled Firstsource Personnel to perform the essential functions of his/ her job; and (3) to enable the Differently Abled Firstsource Personnel to enjoy the same benefits and privileges as other colleagues

Note: Examples of reasonable accommodations may include (but not limited to) making reasonable changes to the facilities and floors to better suit Differently Abled Firstsource Personnel, acquiring or modifying equipment or devices, modifying assessment and training materials, modifying work schedules, reassignment to a vacant position, etc.

5. Recruitment, Selection and Promotion

The Company ensures the following regarding recruitment, selection, and promotion:

- That differently abled persons are recruited and promoted on the basis of merit and other objective relevant criteria;
- To be committed to equality of opportunity for all people and prevent all forms of discrimination, with a particular regard to differently abled persons;
- To scrutinize the recruitment process to ensure that there is no discrimination or discouraging of applications from any section of the community;
- That all its employees who are part of the recruitment selection panel are trained on the ideas and concepts of equality and fairness;
- To advertise or publish a list of posts that will give clear and accurate information to enable potential applicants to assess their own suitability for the post. All descriptions and specifications for posts will include only requirements that are necessary and justifiable for the effective performance of the job;
- That selection will be thorough, conducted based on defined criteria and will deal only with the applicant's suitability for the job.

6. Employment

- The Company does not discriminate on the basis of persons being differently abled, in terms of allocation of duties between employees placed at any level with similar job descriptions;
- The Company has implemented reasonable measures and adjustments within the workplace for those differently abled employees and those who become differently abled during the tenure of their employment;
- For the purposes of career development and promotion, all personnel are evaluated solely based on merit and equal opportunities.

7. Training and Development

- Differently Abled Firstsource Personnel are provided appropriate training as required under Company policies and business requirements;
- Differently Abled Firstsource Personnel are provided course material meant for induction or training in accessible format. Reasonable accommodation such as assistive aids, accessible training venue, accessible materials etc. will be made available during

induction or training;

- The Company has an inclusive appraisal process;
- All employees are encouraged to discuss their career prospects and training needs with their supervisor or with the Human Resources Department.

8. Grievance and Victimization Handling

Any employee who observes any non-adherence to the Policy has the right to highlight such non-adherence without fear of persecution. The Company will investigate any allegation of non-adherence to the Policy and take appropriate action in accordance with the applicable laws and Company policies. Serious breaches by employees will be considered as gross misconduct and may lead to their dismissal.

There can be different forms of discrimination against Differently Abled Firstsource Personnel by another employee, and which every employee of the Company should be aware of. The below is not an exhaustive list and are only examples:

- Intentionally insulting or intimidating with the intent to humiliate a Differently Abled Firstsource Personnel;
- Assaulting or using force on a Differently Abled Firstsource Personnel with the intent to dishonour him/ her or to outrage the modesty of a differently abled woman employee;
- Voluntarily or knowingly denying food or fluids to a Differently Abled Firstsource Personnel;
- Being in a fiduciary relation with a differently abled woman employee and taking advantage of that position to dominate the will of such differently abled woman to exploit her sexually;
- Voluntarily injuring, damaging, or interfering with the use of any limb or sense or any supporting device of a Differently Abled Firstsource Personnel.

In case of victimization, the Differently Abled Firstsource Personnel can seek remedial action in the following way:

- Raise their grievance in writing on the Grievance Resolution System application of the Company, "FirstConnect" which is accessible through the FirstPlace or through Firstsource intranet. Alternatively an email can be sent to grs@firstsource.com.
- In case the complaint is found to be legitimate, an investigation will be conducted by the Company and necessary disciplinary action will be taken by the Company against the offending party.