

Global Human Rights Policy

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1. Objective

Firstsource Solutions Limited (“Firstsource”) respects international human rights principles and is committed to the principles outlined in the United Nations Global Compact and the International Labour Organization’s Declaration on Fundamental Principles and Rights at Work.

2. Scope

This Policy applies to all part-time and full-time employees globally, as well as Apprentices, Contractors, Vendors, Clients, Shareholders, and the larger Community associated with Firstsource and its subsidiaries.

3. Contents of the Policy

3.1 Equal opportunity and fair treatment

Firstsource is committed to promoting and upholding a work environment where everyone has the freedom to succeed without being subjected to unfair or excessive pressure or any kind of distinction such as race, color, sex, language, religion, political or other opinion, national or social origin, property, birth, or other status. We maintain a zero-tolerance policy for any form of discrimination. Everyone has the opportunity to fully participate in achieving business and personal success and is valued for their distinct persona, abilities, and talents.

3.2 Harassment-free workplace

Firstsource treats all employees with respect and provides a work environment free from all forms of harassment, whether physical, verbal, or psychological. We do not use or condone the use of corporal punishment, mental or physical coercion or verbal abuse. We have grievance procedures through which employees can raise personal and work-related issues.

3.3 Protection against child labor, forced labor, and human trafficking

Firstsource does not employ minors or children in any part of its business. We do not use forced, bonded, or compulsory labor, and all our employees are free to terminate their employment at any time. Additionally, Firstsource has a zero-tolerance approach towards human trafficking. We are committed to preventing, identifying, and addressing any incidents of human trafficking within our operations or supply chain. We comply with labor laws in all countries where we are operational and follow the law of the land.

3.4 Inclusion and Diversity

Employing a workforce with diverse cultures, identities, and perspectives is a strategic priority for our organization and is anchored around our focus to have our global workforce mirror our diverse communities, clientele, and talent pools where we operate. We are committed to creating a safe,

equitable, and intentionally inclusive organization where employees, regardless of their gender, ethnicity, sexual orientation, religious beliefs, age, physical abilities, and other personal and social attributes, can bring their whole selves to work.

3.5 Freedom of Association

Firstsource respects its employees' lawful rights to freedom of association, collective bargaining, and the right to representation, aimed at promoting personal and professional excellence, as applicable under the laws of the location where an employee works. Employees and their representatives are free to communicate and share concerns with management without the fear of discrimination or retribution.

3.6 Health, Workplace Safety and Environment

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.

3.7 Work Hours, Wages and Benefits

At all times, Firstsource ensures it pays employees in line with the wages prescribed by governments in which they work. We are committed to equal remuneration for work of equal value, ensuring fair compensation regardless of gender, race, age, or other factors, and actively work to eliminate wage disparities. We actively promote pay equity between men and women and take steps to eliminate any wage disparities.

3.8 Sustainability

Firstsource aims to achieve and maintain the highest standards of Environment and Energy usage, incorporating the principles of sustainable development throughout its worldwide business. Firstsource identifies the protection of the environment, where it operates, as an integrated key driver of its business.

4. Governance

Firstsource implements the aforementioned criteria by incorporating these principles into relevant policies, procedures, and guidelines for all company operations. To ensure that human rights are respected and fulfilled in accordance with international law and the provisions of this document, we work together to integrate them into our daily activities. We conduct regular reviews of Policies and practices and have control mechanisms in place through our Grievance Redressal, POSH Committee, and Whistleblowing Committee. To raise awareness and understanding of our Human Rights policy, we provide training on the Human Rights Policy and communicate with employees through various campaigns.

5. Escalation Process

- Our Grievance Redressal Policy and Whistleblowing Policy ensure employees have a safe and confidential platform to report concerns without fear of retaliation. Any suspected violations of the Human Rights Policy can be reported through the following methods:
- Employees can report grievances via supervisors, HR, or the "FirstConnect" system. Or, they can write an email to grs@firstsource.com
- Concerns can be raised via email (whistleblowing@firstsource.com) or to designated WBC members. Refer to the [Global Grievance Policy](#) and the [Global Whistleblowing Policy](#) for Details

6. Disciplinary actions

Any violation of this policy or its related procedures may result in disciplinary action, including termination of employment.

7. References

[Global Diversity Equity & Inclusion Policy](#)

[Global Quality, Health, Safety, Environment & Energy Management Policy](#)

[Global Grievance Redressal Policy](#)

[Global Whistleblowing Policy](#)

[Prevention of Sexual Harassment – India](#)

[Anti-Sexual Harassment Policy - PH](#)

[Anti-Slavery and Human Trafficking Statement - UK](#)

[Bullying and Harassment Policy - UK](#)

[Human Rights & Equal Opportunities Policy](#)

[Workplace Bullying, Harassment and Discrimination Policy – AU](#)

[Equal Opportunity Policy - AU](#)