

Water Management Policy

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Version Control

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

Contents

Water Management Policy	1
Introduction	3
Current Scope	3
Policy Statement.....	3
Water Management System	4
Training and Awareness	4
Vendors & Partners.....	4
Roles and Responsibilities.....	5
Commitment & Review	5

Introduction

Firstsource Solutions Ltd (FSL) is dedicated to its core values, ensuring that every decision benefits customers, employees, communities, and the environment. While water is not a major operational input for our business, we recognize our responsibility to manage this critical resource efficiently and responsibly. Water management in our offices reflects our ongoing commitment to environmental stewardship and sustainable business practices.

Current Scope

This policy applies to all Firstsource locations and employees globally. It encompasses the responsible use of water in office premises, cafeterias, and associated vendors and partners, ensuring consistent standards and compliance across all operations.

Policy Statement

Our Water Management Policy is founded on the principles of reduce, reuse (where feasible), and responsibility. The policy aims to:

1. Ensure compliance with all applicable local and national water-related regulations.
2. Promote efficient water consumption across all offices and operational locations.
3. Integrate water efficiency goals within facility management practices.
4. Identify and mitigate water-related risks through proactive planning.
5. Foster awareness and responsible behavior among employees, vendors, and partners

Our Commitments

1. Support transparent, compliance-focused water management practices in line with statutory standards.
2. Promote water conservation through efficient fixtures, leak detection, and usage monitoring.
3. Partner with landlords and facility managers to ensure sustainable water sourcing and infrastructure efficiency.
4. Install water-efficient fittings (aerators, dual-flush systems, sensor-based taps) in all feasible locations at the mercy of our landlords.
5. Encourage water reuse and recycling only where such systems exist within leased or partner-managed facilities.
6. Track and monitor water use intensity (e.g., per full-time employee or per square foot) to assess performance and progress.
7. Conduct periodic water audits and conduct corrective actions where necessary.
8. Promote awareness among employees on reducing water waste through everyday actions.

Water Management System

At Firstsource facilities, water is primarily used for:

- Drinking and sanitation
- Cafeteria and food preparation
- Limited landscaping and building maintenance activities

Actions implemented:

- Reduce per capita water consumption through behavioral and technological efficiency measures.
- Install low-flow fixtures and promote water-saving devices across office facilities with help of landlords.
- Conduct regular inspection and maintenance to prevent leaks and wastage.
- Engage with landlords and property managers to promote responsible water sourcing and wastewater treatment practices at multi-tenant sites.
- Periodically review water usage data to identify improvement opportunities.
- Integrate water efficiency and monitoring within the company's environmental performance framework.

Training and Awareness

- Conduct periodic training and awareness campaigns on water conservation.
- Display visual reminders and messaging in common areas to encourage responsible use.
- Encourage employees to report leaks or wastage promptly.
- Promote community awareness by supporting water conservation initiatives at local levels.

Vendors & Partners

- Ensure that facility management partners (CBRE) adhere to relevant environmental and regulatory standards.
- Require vendors to maintain valid licenses and compliance certifications for water-related services.
- Collaborate with partners to track and improve water use performance across managed facilities.
- Support innovation in water efficiency solutions through vendor engagement and feedback mechanisms.

Roles and Responsibilities

The Global Administration Team, in coordination with Facilities and Sustainability team, is responsible for implementing and managing this policy. Facilities teams will monitor and report water usage performance across all operational sites. Sustainability team will consolidate data for environmental reporting and continuous improvement. The policy will be reviewed annually or as required based on operational or regulatory changes.

Commitment & Review

Firstsource Solutions Limited is committed to continuously improving its environmental performance. Through efficient water management and responsible behavior, we aim to reduce our environmental footprint, support local ecosystems, and contribute to sustainable development goals. This policy will be reviewed annually to ensure continued relevance, effectiveness, and alignment with business and regulatory expectations.