



RP - Sanjiv Goenka  
Group  
Growing Legacies



# CORPORATE SOCIAL RESPONSIBILITY

ANNUAL REPORT FY2019-2020

Date: May 21, 2020



The Company seeks to be a good corporate citizen in all aspects of its operations and activities. We commit to operating in an economically, socially and environmentally responsible manner whilst balancing the interests of diverse stakeholders. Our CSR Policy is governed and guided by our Group's corporate vision to enable inclusive growth and our aspiration to be India's leading business group serving multiple market segments, for our customers, shareholders, employees and community. The Company seeks to undertake programmes in the areas of Healthcare, Education, Environment, Arts & Culture, Promotion of Sports as well as support initiatives towards Gender Equality and Empowerment of Women.

The Board constituted a Corporate Social Responsibility (CSR) Committee, pursuant to Section 135 of the Act. The CSR Committee meets once in a year. The details of CSR Committee and its meetings are given in Report on Corporate Governance forming part of the Annual Report. The CSR Committee has framed and formulated a CSR Policy indicating the activities to be undertaken by the Company, in accordance with Schedule VII of the Act and the Companies (Corporate Social Responsibility Policy) Rules, 2014 issued under the Act. The same has also been approved by the Board. The Annual Report on CSR Activities, as stipulated under the Act and the Listing Agreement forms an integral part of this Report and is appended as Annexure I. The details of focus areas of engagement as mentioned in the CSR Policy of the Company are mentioned in the said Annual Report on CSR Activities.



The CSR activities, as per the provisions of the Act, may also be undertaken by the Company through a registered trust. Accordingly, "RP – SanjivGoenka Group CSR Trust" ("CSR Trust") was formed along with other group companies to pursue CSR activities as mentioned in the CSR Policy of the Company.

The CSR at the Company is a platform for giving back to the communities in which we live and work. The Company looks to engage employees in our focus areas where possible through programmes such as Employee volunteering, Payroll giving, participating in fundraising events, Partnering with NGO's and Response to disasters.

The three predominant themes that we have focused on in FY 19-20 are as follows-



1

**Healthcare :**

This is an area of CSR where we have focused on in every geography over the last few years. Some of the activities under the same that we have consistently focused on globally are – cancer awareness fundraising, mental health awareness, self harm awareness, yoga and well being, breast cancer fundraising, healthcare fundraising, general awareness drives and localized healthcare support.

2

**Education:**

Another area where we have made an impact is through Education – sponsoring of underprivileged children to attend school, donating books and supplies, sponsorship of higher education, partnering with NGOs on education drives, and volunteering; donating school supplies and meals to underprivileged students.

3

**Environment :**

A multitude of activity globally under environment over the last year – including – efforts to curb environmental pollution, flood relief funding, tree planting initiatives, protecting animal habitats, trail walks, clean up drives, etc.

We have also focused on issues such as gender equality and women empowerment, through various initiatives around rehabilitation of women in different geographies, through NGOs. In India, we also conduct Daan Utsav, which addresses all the above 3 focus areas in a single month of CSR activity, payroll giving, and employee volunteering.



## INDIA

- In wake of the COVID-19 outbreak, Firstsourcers procured personal hygiene kits for 800 Govt. school students, including toiletries for the school (Hand sanitizer, Antiseptic liquid, Disinfectant, Band-Aids, Soaps, Tooth paste & brush, comb) worth INR 2.15 lacs.
  - DaanUtsav celebrated in the first week of October, witnessed donation drives for food, stationary for children and other household items to the tune of INR 7.27 lacs. In addition, meals and tiffin boxes were distributed amongst all the housekeeping staff and security guards across India offices.
  - Firstsourcers sponsored a fundraising event (Kalpataru - A Musical) for 'Light of Life Trust' for INR 2 lacs.
  - Firstsourcers donated INR 2 lacs to 'Foundation for Excellence' assisting Scholarship opportunities for the underprivileged.
  - Firstsourcers from the Bangalore office visited 'Swanthana', an NGO that houses girls with multiple disabilities. The team spent time with them and donated day-to-day personal care items, groceries, utensils and bed sheets contributed by their colleagues.
  - Firstsourcers in Gandhinagar visited 'Pragati Foundation' for intellectually disabled children and donated learning aids worth INR 8,000.
  - Bangalore office volunteered to support and spend time with the cancer patients at 'Karunashraya', a hospice trust which is a joint venture of the Indian Cancer Society and Rotary Bangalore. Firstsourcers also donated tiffin boxes and food to the house keeping staff as a token of appreciation for their service.
  - Gandhinagar office witnessed volunteering at the 'RahelbaVrudhashram- NirmadSeva Trust' in support of the elderly. They also donated groceries, a washing machine and other food items.
- Trichy office visited 'KangaruKarunailllam' old age home and donated groceries and other essentials worth INR 7,000.



- Vijaywada office visited 'Amma' old age home and donated groceries and other essentials worth INR 6,000.
- Bangalore office in partnership with 'Cheshire Homes', launched a book donation and Employee Volunteering drive and donated books, stationeries, school bags, water bottles and other school supplies for 40 school going girls. Firstsourcers donated a complete day's meals for 150 Orphans in Bangalore.
- Firstsourcers from Mumbai office in collaboration with 'Oasis', an NGO working to prevent human trafficking and other forms of violence against women and children, donated groceries and other supplies to assist each person to flourish in the context of their community.
- Gandhinagar enjoyed a grand RakshaBandhan, a festival celebrating sibling relationships, by reaching out to the police officers and offering small tokens of appreciation. Bangalore office volunteered and donated books, sweaters, football & crickets sets, plates, tiffin boxes, washing machines, groceries, toiletries, stationary, board games, crafts & sweets to various NGOs like 'The Baale Mane Trust', 'Brahmi Educational and Cultural Trust', 'Ashwini Charitable Trust' & 'Miracle Manna Ministry'. These non-profits work in the space of child empowerment.
- Gandhinagar office donated laptops for computer labs and food to a nearby Govt. school 'Ratanpur Primary School & Aanganwadi' that supports children.
- Gandhinagar office donated groceries and PA systems to the 'Service Association for the Blind'.
- Firstsourcers in Bangalore sponsored education for 3rd and 4th standard children alongwith one day's meals for all the beneficiaries at Rohi Foundation, an NGO working for the better future of below poverty line families and their children. Amount spent was INR 86,000.
- Firstsourcers helped setup an IVRS worth INR 2.75 lacs, to manage the influx of global calls for INALI Foundation- an NGO working to provide affordable synthetic limbs.



## PHILIPPINES

- Firstsourcers donated food items, bottled water and hygiene kits for the evacuees from the Taal Volcano Eruption.
- Cebu office employees participated in the annual blood donation campaign on site in partnership with the 'Philippine Red Cross Cebu Chapter'.
- Visually impaired massage therapists were invited to offer their services to top performing employees in Cebu, Skyrise 1.

## USA

- Louisville office witnessed a blood donation drive where 16 units of blood were donated to the Red Cross.
- Fort Scott office raised funds for Breast Cancer Awareness through a silent auction.
- Firstsourcers in Amherst participated in donation for the 'Global Fund for Women' celebrating the cause of gender equality.
- Fundraising drive helped donate \$ 2100 to St. Jude Children's Hospital, a leading hospital that specializes in childhood cancer and pediatric diseases.
- Firstsourcers at Louisville & Illinois donated \$225 alongwith food to public food shelters- 'MsCarley's Food Pantry' & 'Dare to Care'. Some also volunteered at the pantry of the food bank.
- Firstsourcers raised \$ 1595 for 'Breast Cancer Awareness'.
- Amherst and Buffalo offices organized bike rides & walks in collaboration with 'The Susan G. Komen Race' and 'Ride For Roswell' to raise awareness for breast cancer. Over 100 Firstsourcers participated in these events. Our leadership visited Long-Term Care Facility 'Highlands Health & Rehab' to pass out Holiday Cards.
- Louisville office donated coats, hats, gloves, socks, toiletries to the homeless and underprivileged in an attempt to help the less fortunate stay clean and warm.
- Louisville donated 770 lbs of food to NGO "Dare to Care".



## UK

- Firstsourcers at Derry office participated in Community Gardening. They went to a local nursery and completed some outside work.
- Derry office celebrated 'Hugs for Hope' as an effort to inspire random acts of kindness and emotional support for individuals and families in treatment and recovery related to mental health issues.
- Firstsourcers celebrated the 'World Penguin day' on 25th April 2019, as a way of honoring the unique bird on the planet. They also raised awareness of this flightless bird whose existents is becoming a threat every day.
- Firstsourcers celebrated 'Sober October' as a fundraising initiative that encourages people to give up alcohol for the month of October.
- Derry office witnessed participation in a 'Sponsored Walk for Cancer Care' and a 'Charity Football Match'.
- Firstsourcers celebrated 'Bric a Brac Sale' and 'Easter Egg Raffle' .
- Firstsourcers celebrated 'The World Suicide Prevention Day' on 10th September. With the "40 seconds of action" campaign being launched by the WHO, Firstsourcers spread awareness of the scale of suicide around the world and the role that each of us can play to help prevent it.
- Belfast office celebrated 'Lets Fight Cancer Day'.
- Firstsourcers celebrated 'Movember' that involved the growing of moustaches during the month of November to raise awareness of men's health issues, such as prostate cancer, testicular cancer, and men's suicide. Derry office raised funds for local children's ward to support children in foster care.
- Belfast office donated to the PIPS (Public Initiative for Prevention of Suicide and Self-Harm) Charity
- Firstsourcers celebrated Chirstmas through the spirit of giving. 'Kindship Care' initiative encouraged giving out family hampers for the underprivileged.
- Firstsourcers participated in 'Dementia and Alzheimer's Awareness Week' in the third week of May 2019.
- Firstsourcers celebrated the 'Armed Forces Day' on June 25th to pay special tribute to the men and women of the Armed Forces.



**NOTE:** Firstsource's modes of CSR delivery also extends into (i) "Employee Welfare" with interventions aimed at our own employees' engagement and retention and (ii) "Payroll Giving" where employees volunteer to deduct a small part of their salary every month, which accumulates and can then be donated to a cause of their choice. Please find below our FY20 update on the aforementioned:



- Firstsourcers contributed INR 1.08 lacs towards PM CARES Fund in India. This is an ongoing activity aimed at combating the COVID-19 outbreak.
- Firstsourcers across several centres in India contributed INR 5 lacs as part of payroll giving for DaanUtsav.
- As part of the 'Give India' Payroll Giving Program, Firstsourcers contributed approx. INR 14.8 lacs towards various charities.
- Firstsourcers in Manila donated PHP 20,100 through payroll giving as part of Volcano evacuee aid to the DSWD (Department of Social Welfare and Development) in Alabang.
- Cebu office conducted its annual 'Dream in a Bag' event wherein Firstsourcers donated a portion of their salaries to purchase school supplies for students of Budlaan Integrated School, Cebu.
- Firstsourcers in Louisville raised \$ 700 through payroll giving which went into donating candy and money for children at the 'Norton's Children Hospital'.
- Derry, Cardiff offices raised £ 4,812.75 through payroll giving to support Breast cancer patients and underprivileged children.
- Firstsourcers in Fort Scott and Rockford offices participated in employee engagement initiatives such as pumpkin craft, trunk decoration, holiday dinner, veterans in the office, international men's day and Halloween costume contest.
- In an attempt to boost morale, the Laport office in the USA, organised activities to promote teamwork and knowledge sharing.
- Firstsourcers in UK celebrated Wellbeing week in April to promote an overall awareness for the various aspects of wellbeing of its employees, including social, physical, emotional, financial, career, community and environment.
- Derry office in UK had fun participating in an obstacle course named 'Hard As Oak Challenge'. This was organised in collaboration with The Foyle Search and Rescue, an NGO working to provide humanitarian aid.
- Derry office in UK partnered with 'Foyle Search and Rescue' to organise a waterside half marathon for Firstsourcers.



ANNEXURE (I)

FSL India Activity Detail: 2019-20					
S.No.	Local centre/ State where project was undertaken	Activity	Sector in which project is covered	Cost (INR)	Status
1	-	Admin charges for 'Give India'	-	2 L	Complete
2	Maharashtra and Madhya Pradesh	Light of Life Trust - Sponsorship of fundraising event	Education and women empowerment	2 L	Complete
3	Bangalore	Foundation for Excellence-Scholarship for underprivileged	Education	2 L	Complete
4	Daanutsav	Donation drives for food, stationary for children and other household items	Education and healthcare	7.27 L	Complete
5	Bangalore	Personal Hygiene session with a hygiene kit for 800 Govt school students	Healthcare/ COVID-19 response	2.15 L	Complete
6	Trichy	Visited kangarukarunaiillam old age home	Healthcare	7k	Complete
7	Vijayawada	Amma old age home visit	Healthcare	6k	Complete
8	Gandhinagar	Donated learning aids at Pragati Foundation for intellectually disabled children	Education	8k	Complete
9	Bangalore	Rohi Foundation- Sponsoring education for 3rd and 4th standard children alongwith one day's meals for all the beneficiaries at the NGO	Education and healthcare	86k	Complete
10	Madhya Pradesh	INALI Foundation- Setup IVRS to aid in management of calls from across the globe	Healthcare	2.75 L	Complete
11	Indore	Donated a 12 liters water purifier tank to a children's orphanage	Healthcare	8k	Planned but could not execute because of COVID-19
12	Chennai	Cleanliness drive at Govt. Primary School (Panchayat Union Middle School)	Environment	50k	Planned but could not execute because of COVID-19
13	Vijayawada	Chiguru Children foundation- Donation of hygiene kits	Healthcare	10k	Planned but could not execute because of COVID-19
14	Indore	Children Orphanage visit- Donation of educational kits	Education	10k	Planned but could not execute because of COVID-19
Total CSR expenses for FY 19-20				INR 20,02,000	



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*Helping customers **stay ahead** of the curve through  
transformational technologies and capabilities*

Firstsource Solutions Limited, an RP-Sanjiv Goenka Group company, is a leading Provider of transformational solutions and services spanning the customer lifecycle across Healthcare, Banking and Financial Services, Communications, Media and Technology and other industries.

Our 'Digital First, Digital Now' approach helps organizations reinvent operations and reimagine business models, enabling them to deliver moments that matter and build competitive advantage.

With an established presence in the US, the UK, India and the Philippines, we act as a trusted growth partner for over 100 leading global brands, including several Fortune 500 and FTSE 100 companies.

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