

CORPORATE SOCIAL RESPONSIBILITY

ANNUAL REPORT FY 2020-2021





Our goal is to be a good corporate citizen in all aspects of our operations and activities. We are committed to operating in an economically, socially and environmentally responsible manner while balancing the interests of diverse stakeholders. The way we conduct our business reflects our commitment to driving profitable growth and sustainable development with integrity. Through our values and principles, we strive to positively impact the community by promoting inclusive growth in the areas of education, healthcare, environmental sustainability and conservation.

The Board constituted a Corporate Social Responsibility (CSR) Committee, pursuant to Section 135 of the Act. The CSR Committee meets once 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.



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Key Highlights for FY 2020 -21

Our overarching focus was ensuring a humane and empathetic response to the Covid-19 crisis. Through our primary pillars of Healthcare, Education and Environment, we endeavored to make an impact internally as well as externally, helping our people and the communities we operate in – to navigate through the pandemic.

Healthcare

We helped people maintain a healthy lifestyle and prevent chronic diseases by organizing various awareness campaigns and contributing towards building a strong healthcare infrastructure – across the communities we operate in. We also organized blood donation drives at various office locations and conducted awareness campaigns through various social media platforms to reach out to a wider audience.

Education

Education plays a pivotal role in leveling the playing field. We organized various virtual workshops on job readiness, helping candidates build an impressive resume and improve their interview skills and problem-solving techniques. We also made monetary contributions aimed at promoting holistic child development through education, skilling and livelihood, provided scholarships to underprivileged students, and supported local schools through educational videos. Additionally, we organized virtual sessions on 'Coping with Back-to-School Concerns' and 'How to Cope with the Stress of Covid-19' across all our US locations



Disaster relief

We extended support to rebuild Firstsource employee homes that were destroyed by typhoons Rolly and Ulysses. Further, we donated to the Philippines Red Cross to aid typhoon victims. We also collaborated with Domestic Abuse Charity 'My Sisters Place' to promote their services for women and children at high risk, specifically during the Covid-19 lockdown.



Employees' contribution

Our CSR activities extended to 'Payroll Giving', where our employees voluntarily requested a deduction from their salary each month, which was then accumulated and donated to a cause of their choice.

India

- Contributed INR 0.3 million to 'Light of Life Foundation' focusing on education and healthcare of children are from rural Uttar Pradesh.
- Provided INR 0.2 million support to five deserving students in rural Karnataka from economically weak backgrounds pursuing BTech through 'Foundation For Excellence' scholarship. Our employees also mentored 27 students sponsored by the NGO with job readiness training.
- Supported 'Cheshire Homes' in Bangalore, Karnataka with INR 0.04 million funds for children with disability.
- Backed Employee Payroll donation with administrative expenses of INR 0.19 million for Give India. The total amount donated by 988 Employees for the FY stands at INR 2 million.
- Granted INR 38.75 million through our group CSR trust to help build modern infrastructure facilities for IMI IB School in Kolkata.
- Supported not-for-profits like Thank You Foods and Blessed Buy by enabling the sale of their products through our people.



Philippines

- Contributed PHL \$19105 to multiple charities for diverse causes through our Employee Pay Roll donation program.
- Provided funds to an agency managed by the Department of Social Welfare and Development (DSWD), a government body providing care and rehabilitation support to 80 abandoned boys aged between 7 to 17 Years old.
- Contributed to 'Philippines Red Cross Society' to support families impacted by Typhoon Rolly and Typhoon Ulysses.



USA

- Supported 240+ veteran families through 'WNYHeroes', a not-for-profit organization serving the needs of Western New York's veterans by supporting them with food supplies every week.
- Supported various charity initiatives across the US through blood/food/clothes/hygienic kits donation camps in partnership with various not-for-profits.
- Provided gifts/essentials to homeless children and marginalized communities at different occasions throughout the year.



UK

- Offered supplies to local community food banks including 'Floyd Food Bank' and 'Children's Hospice' during the COVID Pandemic.
- Raised funds amounting to €37904 for various causes across the UK including 'My Sisters Place' — a domestic abuse charity and 'Rainbows Hospice for Children and Young People'.
- Mentored second-year grad students with virtual experience sessions as part of Virtual World of Work program.
- Supported awareness campaigns with not-for-profits on special days including Carers Day, Slush Puppy Day and World Cancer Day.



FIRSTSOURCE CSR DONATION – FY 2020-21

S.No	Location & State	Project Details	Thematic Area	Cost (in INR)	Status
1	Yavatmal District, Maharashtra	Donation to Light of Life Trust	Education & Healthcare	3,00,000	Complete
2	Davanagere, Udupi, Karatgi, Halaguru, Yadgir Districts Karnataka	Foundation For Excellence Scholarship Program	Education	2,00,000	Complete
3	Bangalore, Karnataka	Supporting Cheshire Homes with Healthcare Needs	Healthcare	40,000	Complete



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