

Environment Social Governance (ESG) Policy

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A. Introduction

As a purpose-led organization, Firstsource is committed to make a meaningful and tangible difference to the lives of our people, clients, shareholders, and the community alike. Our commitment to a sustainable and equitable future is manifested in our strong governance standards, **a focus on employee wellbeing, delivering community impact and mitigating our environment footprint.**

ESG at Firstsource is an integral part of our business and goes beyond economic, legal and regulatory moves. We are committed to build back better by advancing our societal impact. Our **'REACCH' values act as our north star**, guiding us in achieving our goals. **'Humaneness'**, one of the six pillars of our REACCH values, is rooted in the principles of sustainability. Through actions driven by our values, we aim to remain conscious of our social responsibility, including **caring for communities and acting in environmentally responsible ways.**

This ESG policy is designed to achieve specific goals and track crucial metrics to improve our performance. This includes minimizing our carbon footprint, helping our communities, and building inclusive and safe workplaces.

B. Purpose of the Policy

This ESG policy aims to help Firstsource go beyond responsibility to exploring value and opportunity. We believe that this Policy will help us achieve goals by:

- helping us identify “the Right Way” of doing business, ensuring our integrity and long-term returns
- helping our businesses navigate challenges of scarcity of resources, ever changing expectations of stakeholders and
- making our business sustainable in the long run

Firstsource acknowledges the risks arising out of global climate change and attempt to work towards reducing the carbon footprint of our operations.

C. Policy Coverage

All Firstsource employees, customers, vendors, and business partners across all geographies must become familiar and comply with this ESG Policy.

D. Vision

We have set a vision and ambition to craft a purpose led ESG strategy with clear goals and commitments. By enhancing transparency and disclosures, improving performance in alignment with leading ESG frameworks, and scaling impact for our stakeholders, we are reprogramming our business to better deliver shared value. We are committed to build a better world by advancing social impact and a

sustainable future.

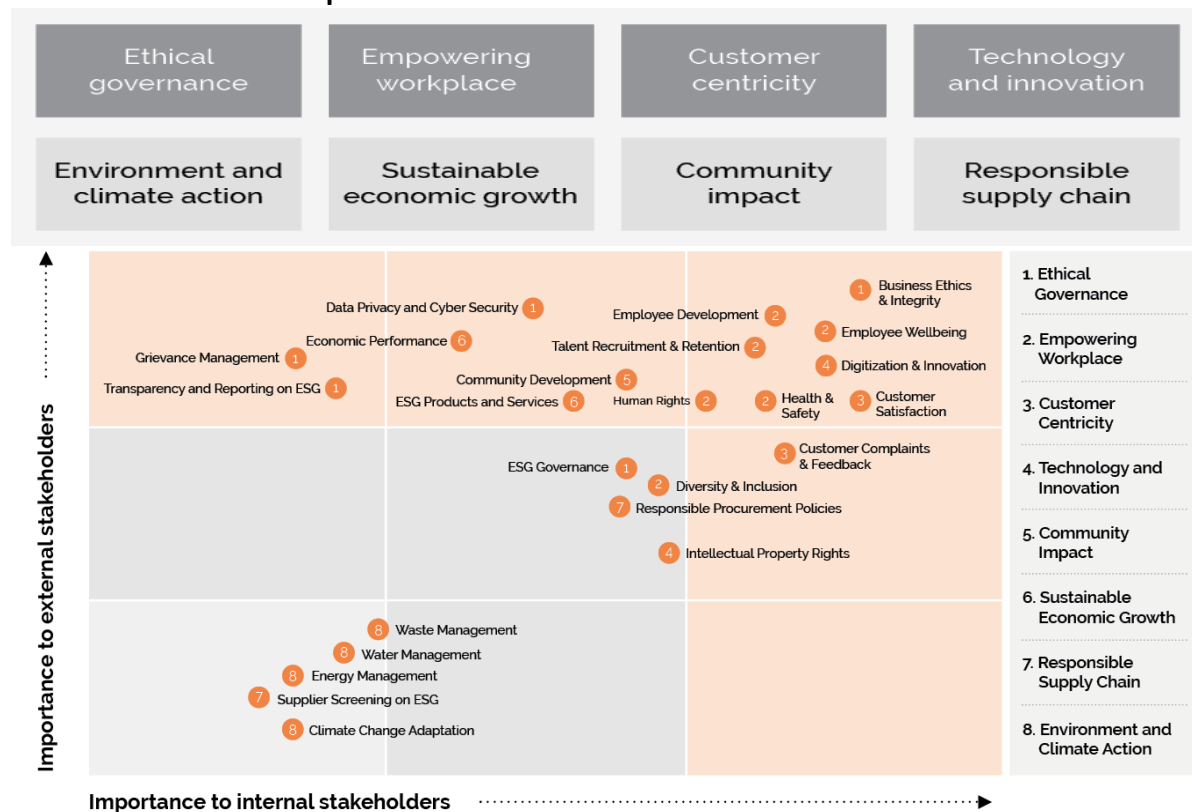
E. ESG Governance

We at Firstsource, have strong corporate governance procedures that are extremely important to us, as they enable us to create long-term value for our stakeholders and help us identify, access, monitor and report on Environmental, Social and Governance (ESG) factors of the organization. Our **360-degree ESG governance** arrangement aims to gradually build awareness across the organization, encouraging teams to collaborate and identify opportunities within Firstsource and beyond.

Material topics identified for Firstsource: We have performed a detailed materiality assessment. As a part of the assessment, we have engaged with our stakeholders such as suppliers, investors, customers, communities and employees in order to determine the factors which impact our business and are relevant to our stakeholders. We are cultivating long term connections with our internal and external stakeholders such as employees, customers, vendors, communities, investors and we communicate with them on a regular basis through surveys, face-to-face meetings, email /telephone interactions, and other modes.

Through insights gleaned from stakeholder feedback, industry scans, peer benchmarking and secondary research, over 40 ESG topics evaluated for consideration at a strategic level were filtered down to 24 topics which were further organized into 8 relevant themes.

F. Material ESG Topics



To future-proof our business we have conducted a review of our Enterprise Risk Management framework and functional risk registers to integrate material ESG risks which we foresee may affect our business. We have updated our functional risk registers by mapping risk elements against ESG factors and incorporating emerging risks that we will subsequently monitor in compliance with the recent amendments to the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015.

G. Our ESG Commitments

We are committed to conducting sustainable and responsible business. We do this by implementing policies, practices, initiatives and intervention across material ESG aspects.

1. Environmental

Our organization places a high premium on resource efficiency and decreasing our environmental footprint. We continue to implement policies and encourage initiatives to further reduce our environmental footprint through several measures. We focus on:

- Optimizing electricity, energy & water resources to reduce carbon and water footprints and minimize waste
- Adopt clean and renewable sources of energy
- Develop the ability to measure and reduce our Greenhouse Gas emissions by working with our suppliers, encouraging our employees to commit to public transportation and to reduce employee travel
- Promote use of Electric Vehicles and car pooling
- Ensure appropriate access to safe water, sanitation, and hygiene for all employees in our premises
- Segregating waste into appropriate groups and managing waste responsibly
- Eliminating single-use plastic and comply with applicable statutory and regulatory requirements
- Ensuring e-waste is not disposed of in landfills, but rather recycled or handed over to authorized personnel
- Periodically monitor Environment performance against set targets
- Encourage employees, to adopt sustainability practices and co-create sustainable solutions to solve social and environmental issues
- Explore opportunities to collaborate and contribute to climate solutions through our digital products and services, which help improve productivity, process efficiencies and conserve resources.

2. Social

Inclusion, diversity, and equality are becoming increasingly essential issues in how firms run and produce competitive advantage, with these areas drawing increased attention from a variety of stakeholders. Doing the right thing for our people energizes and empowers employees to make a positive difference in the communities where they live and work.

‘Humaneness’, one of the six pillars of our REACCH values, is rooted in the principles of sustainability. Through actions driven by our values, we aim to remain conscious of our social responsibility, be fair, respectful, transparent, care for communities and act responsibly towards environment. We are convinced that advancing our people's interests and developing our communities are inextricably linked.

For achieving positive outcomes, we are focused on:

- Creating a diverse and inclusive workplace to bring out the best in our biggest asset, our people
- Creating a systematic framework that gives staff members at all levels access to a range of training and development opportunities. Creating interactive, digital, and selfdirected training material will help to create learning delivery methods that are future proof. These programs are designed to provide multi-dimensional support to our employees that transcend beyond their role in the organization.
- Continue to provide healthy workspaces for our employees through sustainable renovations, construction, operations and certification whenever possible
- Focus on health and safety management practices within the organization
- Promoting sustainability training for employees and suppliers
- Impact Sourcing in order to improve access to work for socioeconomically disadvantaged people
- Creating Corporate Social Responsibility (CSR) programmes that promote gender equality, education, healthcare, the arts, culture, and sports
- Promoting and safeguarding human rights and implementing ethical practices at workplace

3. Governance

We strongly believe that doing business “the Right Way” should be our top priority. We aim to uphold the highest standards of ethical conduct and ensure that it is not compromised. We promote transparency and reduce risk by adopting globally benchmarked policies, such as:

<ul style="list-style-type: none"> ● Global Ethics Policy ● Code of Conduct ● Whistleblower Policy ● Anti-Bribery Policy ● Global Fraud Policy ● Material Subsidiary Policy ● Policy on familiarization of Independent Directors 	<ul style="list-style-type: none"> ● Gifts and Entertainment Policy ● CSR Policy ● Code of Practices and Procedure for Fair Disclosures ● Code of Conduct for Prohibition of Insider Trading ● Related Party Transaction Policy ● Dividend Distribution Policy ● Data Protection and Information Security Policies
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To provide adequate oversight and accountability on ESG, we are expanding the purview of the Board’s Risk Management Committee to include ESG responsibilities. The Committee will provide direction and monitor Firstsource’s ESG strategy, plans and performance. It will also guide the management on implementing initiatives to embed integrated thinking into our culture and champion the “doing well by doing good” mantra.

H. Review and Contact

This ESG policy shall be reviewed to ensure its continued applicability and relevance to our operations and evolving stakeholder expectations. This exercise shall be conducted once a year or as and when there are changes. As we move ahead in our journey, we are committed to transparently showcasing our contributions and reporting our progress in an annual ESG report, which is available on our website.

I. When in doubt, please consult

If in doubt as to what might constitute a breach of this Policy, then please contact the ESG Team at, ESG@firstsource.com