

Global Inclusion and Diversity Policy

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Introduction

At Firstsource, embracing a culture of inclusion and diversity is deeply embedded in our organization's endeavour of creating moments that matter for our colleagues and clients. Inclusion and diversity are powerful business imperatives - they enable our diverse talent across geographies to bring their authentic selves to work, unlock innovation, build unique solutions, and create more value for our diverse and global clientele.

Diversity of cultures, identities and perspectives is a strategic priority for our organization and is anchored around our focus to have our global workforce mirror the diversity in communities, clientele, and talent pools. 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.

The Global Inclusion and Diversity Policy sets forth our commitment and guidance to ensure we continue to drive towards a diverse and intentionally inclusive organization.

The policy applies to all employees, contract workers and consultants who act on behalf of Firstsource Solutions Ltd, across all locations.

Our Purpose

At Firstsource, we fully embrace an inclusive workplace culture that respects and leverages the diversity of our colleagues, clients, and communities around the globe. In doing so, we create meaningful employee experiences while bringing our diverse perspectives and talents together to delight our clientele.

Our Approach

Our inclusion and diversity (I&D) strategy is embedded within our people strategy and powers our aspiration to enable and empower talent, foster a sense of community, and promote a culture based in trust and respect. Our I&D strategy, designed to support our people and our business, are anchored by 4 strategic pillars:

- **Talent** – Attracting, engaging, and integrating diverse talent
- **Workplace** – Enabling inclusion through thoughtfully crafted, inclusive policies, practices, and benefits
- **Capability** – Strengthening awareness, cultural intelligence, and managerial capability towards building an inclusive mindset
- **Community & Culture** – Fostering a sense of belonging through employee affinity groups, external networks, and partnerships

I&D Design and Champions

Within the organization, there are groups that come together to ideate and craft the inclusion and diversity experience at Firstsource while others champion the experience through various channels. The work of these groups ensures that the Firstsource culture reflects inclusion and diversity in all that we do.

Steering from the top, the executive sponsor of the I&D program is our MD and CEO.

I&D Studio, composed of enterprise leaders from across the organization, is responsible for alignment of the I&D strategy with overall business objectives, providing strategic direction for I&D efforts and accountability for results.

I&D Advocate team, comprising of subject matter experts, is responsible for providing frameworks, action plans, driving execution, adoption, and change. This team, with representation from different geographies, will partner with the I&D Studio, Affinity Groups, cluster and centre heads, and employee cohorts to accelerate realization of our I&D vision.

Affinity Groups are employee-led, employer-recognized safe spaces that bring together colleagues with a shared interest or goal to promote inclusion and diversity at the workplace. Affinity groups follow appropriate internal procedures for driving their programs and communication and assist in championing the organizational I&D strategy. Affinity group members come together as a collective voice to co-create solutions for common barriers faced by the group, have access to group-specific resources and development opportunities and provide group-specific expertise and insights to the I&D Advocate team.

People leaders, Cluster heads and Centre Heads play a pivotal role in driving participation and engagement for I&D initiatives within their teams and locations, collaborating with affinity groups and employee advisory councils for key activities and providing feedback and insights to the I&D Advocate team regarding initiatives and issues specific to their teams or locations.

Human Resources function partners with the I&D Advocate team to address workplace barriers to inclusion and provides support to people leaders, cluster heads and centre heads to drive I&D priorities and initiatives in their teams and locations. The HR team also crafts inclusive workplace policies, processes and benefits aligned to the I&D strategy.

Guidelines

Discrimination, Harassment and Bullying

Firstsource prides itself as an organization where every individual is treated with respect, dignity, and fairness. At Firstsource, there is zero tolerance for discrimination, harassment, victimization, bullying and workplace violence in any form based upon an individual's sex, gender identity and gender expression, race, colour, ethnicity, sexual orientation, age, physical ability, nationalities, language, religious beliefs, sects, culture, marital status, socioeconomic background, or any other characteristics protected by law or regulations in the locations where we operate.

At Firstsource, all employees in the organization share the responsibility of creating a purposefully diverse and intentionally inclusive workplace.

Equal Opportunity

Firstsource is committed to the principle of equal employment opportunity for all employees and applicants. At Firstsource, employment-related decisions are solely based on business needs, job specifications and individual merit, performance, and qualifications.

Employee Responsibilities

- Respecting diversity and personal uniqueness of fellow colleagues, contractors, and clients alike
- Demonstrating respect, sensitivity, and dignity while communicating with all individuals
- Raising self-awareness of personal biases and how they may interfere with interpersonal interactions, decision making and collaboration
- Exercising good judgment and being intentional with their actions to ensure a psychologically safe and healthy working environment
- Actively engaging in and providing support to workplace processes and practices designed to attract and nurture diverse talent in the organization
- Ensuring fair treatment of all individuals without any form of discrimination, harassment, or bullying
- Raising concerns or reporting incidents of non-compliance with their manager, respective HR partners or as indicated below in Section 'Contact Information' in this policy

People Leader Responsibilities

In addition to the responsibilities emphasized above in their individual capacities, people leaders are also expected to

- Ensure talent related practices and decisions are objective and free from discrimination
- Provide reasonable accommodations for otherwise qualified individuals, wherever required. People leaders are encouraged to work with their HR representative and I&D Advocate team to address what constitutes reasonable accommodation on a case-to-case basis
- Demonstrate inclusive language and behaviour at the workplace and raise awareness of the same within their teams
- Foster a culture of trust, respect, fairness, and psychological safety and a working environment free from discrimination, harassment and bullying in any form
- Role model inclusive behaviours and be more intentional in their actions to promote inclusion, equity, and diversity within their teams
- Identify behaviours and practices inconsistent with the guidelines set out in this policy and address appropriately by reporting to relevant authorities as indicated below in Section 'Contact Information' in this policy

Non-Compliance

Non-compliance with the guidelines set forth in this policy may be subject to appropriate disciplinary action, up to and including termination of employment, as guided by our disciplinary policy. Retaliation against an employee for making a good faith report of a violation or for assisting in any investigation related to this policy is prohibited. Any individual who engages in such retaliation will be subject to disciplinary action up to and including termination of employment.

Contact Information

To raise a concern or report an incident, employees may reach out to their manager, skip level manager, functional or business head or their HR representative.

If an employee wishes to report a concern or incident anonymously, they may refer to the Whistle Blower policy for alternate modes of reporting or write to the confidential email ID whistleblowing@firstsource.com

To ask queries and share ideas and feedback regarding I&D initiatives, employees may write to InclusionAndDiversity@firstsource.com

Review

This policy will be subject to periodic review and update considering our progress against our I&D goals and calibrations to our I&D strategy, as required.

Annexure

The Global Inclusion and Diversity policy is intended to complement local statutory policies in every country in which we operate. The guidelines laid out in this policy are applicable to all employees in addition to respective location specific and other global compliance and statutory provisions. Employees may contact their HR representative or the I&D Advocate team for further clarity or information.

You may refer to the following related policy documents for further information:

- Global – [Whistle Blower Policy](#)
- India – [Equal Opportunity for Persons with Disabilities](#)
- India – [Human Rights and Equal Opportunities Policy](#)
- Philippines – [Equal Opportunity Policy](#)
- UK – [Diversity and Equal Opportunity Policy](#)
- USA – [Equal Employment Opportunity](#)
- USA – [Americans with Disabilities Act](#)