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# About the Report

The Environmental, Social, and Governance (ESG) Report for Qness Corp Limited outlines our commitment to sustainable and responsible business practices. This report provides a comprehensive review of our initiatives, achievements, and future goals in the areas of environmental stewardship, social responsibility, and corporate governance.

## Purpose:

The purpose of this report is to transparently communicate our ESG strategy, actions, and performance to our stakeholders, including investors, employees, customers, and the communities we serve. We aim to demonstrate how our business operations align with global sustainability standards and contribute to long-term value creation.

## Scope and Boundaries:

The ESG Report covers the period from 1 April 2023 to 31 March 2024, and includes data and activities from all India operations under Qness Corp Limited. The information presented herein pertains to our environmental performance, social initiatives, and governance practices across our Indian operations unless otherwise stated.

## Reporting Frameworks and Standards

This report has been meticulously prepared in accordance with the United Nations Sustainable Development Goals (UN SDGs) and the National Voluntary Guidelines on Social, Environmental, and Economic Responsibilities of Business, as released by the Ministry of Corporate Affairs. We are dedicated to maintaining transparency and accuracy in our reporting practices to ensure that our stakeholders can trust the data and insights provided.

Our report maps sub-themes to corresponding Key Performance Indicators (KPIs) to design and implement impactful ESG initiatives. This approach enhances the objectivity of our Environmental, Social, and Governance (ESG) efforts at Qness. Throughout the report, you will find a detailed alignment with various UN SDG goals, demonstrating that our ESG initiatives contribute to 8 out of the 17 UN SDGs.



# About The Company

Quess Corp Limited is a leading integrated business services provider, dedicated to driving operational efficiencies for enterprises. Founded in 2007 and headquartered in Bengaluru, India, Quess operates across diverse industries including Workforce Management, Integrated Facility Management, Industrial Asset Management, Telco Network Services, CLM and BPO Services, After-Sales Services, and digital platforms. As of 2024, Quess has achieved a milestone of over 567,000+ associates and boasts an extensive geographic presence with more than 96 locations across India, South East Asia, North America, and the Middle East.

## Quess Purpose

To build a leading institution that enhances productivity for clients by outsourcing and optimizing their key business processes, and to be the preferred firm for employees, customers, and investors alike.

## Our Vision

To maximize value for our clients by optimizing every service, practice, and product, leveraging our domain expertise, skilled resources, and digital-first approach.

## Commitment to ESG

Quess Corp is dedicated to integrating Environmental, Social, and Governance (ESG) principles into our business operations. Our ESG strategy focuses on creating long-term value for our stakeholders while ensuring sustainable and ethical business practices. We believe that our growth is intrinsically linked to our responsibility towards the environment, our people, and the governance frameworks that guide us.

## Environmental Stewardship

We are committed to minimizing our environmental footprint through energy-efficient operations, waste reduction initiatives, and sustainable resource management. Our efforts include adopting green energy, promoting eco-friendly practices, and reducing carbon emissions across our value chain.

## Social Responsibility

Our social responsibility initiatives focus on enhancing the well-being of our employees, supporting community development, and promoting diversity and inclusion. We invest in training and development programs, health and safety measures, and community outreach activities to ensure a positive impact on society.

## Governance Excellence

Quess Corp adheres to the highest standards of corporate governance, ensuring transparency, accountability, and ethical conduct in all our business dealings. Our robust governance framework is designed to protect stakeholder interests and foster a culture of integrity and compliance.

## Looking Ahead

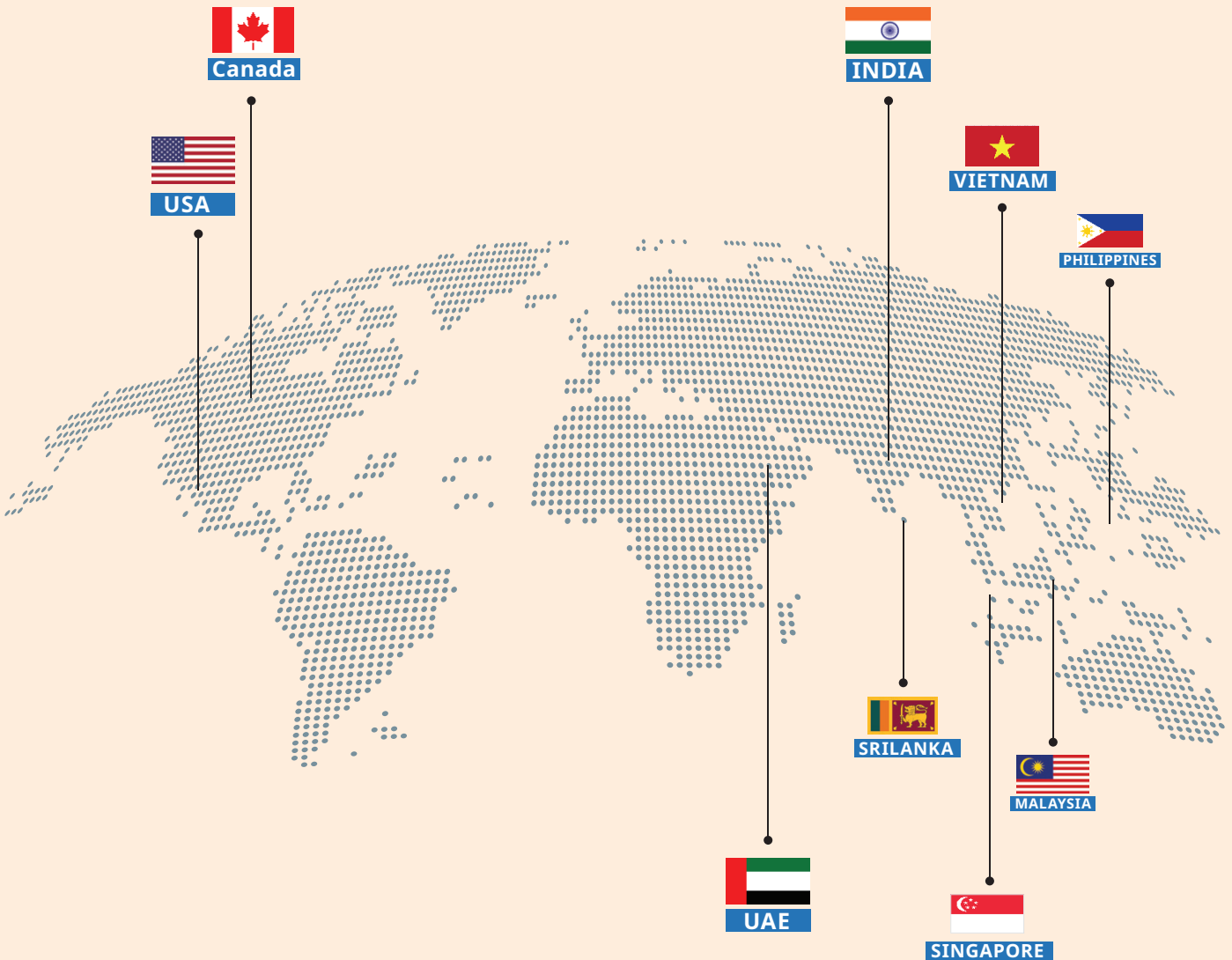
As we move forward, Quess Corp remains steadfast in our commitment to ESG principles. We will continue to innovate and adapt our strategies to address emerging challenges and opportunities, ensuring sustainable growth and long-term success for our business and our stakeholders.



# Our Global Footprint

Quess Corporation has established a robust global footprint across multiple regions, showcasing its expansive reach and diverse operations. With a presence in key markets such as Canada and the USA in North America, and UAE in the Middle East, the company ensures strategic connectivity with leading economies.

In Asia, Quess has built a strong presence in countries like India, Sri Lanka, Vietnam, Philippines, Malaysia, and Singapore, reflecting its deep integration into emerging and established markets alike. This extensive global network enables Quess to deliver world-class solutions, adapt to diverse business environments, and maintain its commitment to innovation and growth across industries.



# Message from CEO



## Dear Stakeholders,

As we present Qess Corp Limited's ESG Report for FY 2023-24, I would like to reflect on the remarkable journey we've undertaken and the significant progress we've made toward building a sustainable and inclusive future.

FY24 marked another year of strong growth, driven by the steadfast support of our stakeholders. With your trust, we achieved an 11% year-over-year revenue increase. This past year, we have digitally onboarded over 470,000 associates, significantly reducing paper use. Among these hires, over 166,000 individuals were formally employed for the first time, marking our contribution to formalization of workforce across the country. Consequently, our overall headcount now exceeds 567,000 employees with over 55,000 net hires for FY24. This expansion underscores our dedication to empowering individuals and driving India's economic growth. Our people remain our greatest asset, and nurturing their potential is central to our strategy.

This year's ESG report highlights the progress made across the four key pillars of our ESG framework. We have been focusing on the areas of Environment, People, and Governance, which is a testament to our commitment to sustainability, trust-building, and accountability. Although we are a low carbon-intensive business, we recognize the importance of addressing climate change. We remain focused on reducing our carbon intensity as we work toward a greener future. We've cut our emission intensity by 19% this year, up from 10% last year. We're close to hitting our 20% reduction goal for next year.

Building a productive and inclusive workforce is fundamental to our success. Diversity and inclusion are key to harnessing the collective strengths of society. We are proud to now have over 100,000 women employees. Additionally, through initiatives like the Qess Learning Festival, we have created digital platforms for comprehensive upskilling, fostering both productivity and personal growth.

This year, we have made meaningful strides in enhancing employee well-being and fostering a diverse and inclusive workplace. Women now represent 38% of our core workforce and 18% of our associates, reflecting our strong commitment to gender equity. Our efforts to nurture excellence and well-being have been recognized through several prestigious accolades. We have been certified by Great Place to Work® for the fifth consecutive year and ranked 32, honored as a Leadership Factory of India by the Great Manager Institute, and have been among the top 40 workplaces in health and wellness by GPTW, second time in a row.

Beyond our organizational boundaries, our impact is amplified through the Qess Foundation. We partner with 75 state government



This year, we have made meaningful strides in enhancing employee well-being and fostering a diverse and inclusive workplace. Women now represent 38% of our core workforce and 18% of our associates.

schools, reaching over 16,000 children across Karnataka and Tamil Nadu. The Foundation's initiatives range from upgrading school resources to improving access to clean drinking water and sanitation infrastructure. These programs reflect our deep commitment to improving educational opportunities and uplifting communities.

At Qess, we also focus on delighting our customers by nurturing trusted brands that are built with purpose and strong propositions. As we continue to grow, we remain committed to creating value for all our stakeholders and making a positive difference in the communities we serve.

In closing, I would like to extend my deepest gratitude to the Board, our shareholders, and our employees for their unwavering dedication and commitment. I also want to thank our partners, vendors, and associates for their continued support as we embark on the next phase of Qess's growth journey.

Together, we are shaping a sustainable, inclusive, and prosperous future.

**Guruprasad Srinivasan,**  
Executive Director & Group CEO

# Message from Our leaders



## **Kamal Pal Hoda**

### **Group Chief Financial Officer**

We are continuously in the journey to reducing our carbon footprint through various initiatives like Energy Efficient Lighting , Consolidation of Buildings to energy Efficient buildings .Our emission intensity reduction has increased from 10% in FY23 to 19% in FY24 moving closer to our target of 20% reduction by FY25. This milestone not only aligns with our sustainability goals but also surpasses the expectations of our stakeholders, demonstrating our commitment to responsible business practices. We remain focused on driving innovative initiatives that support a more sustainable future for everyone.



## **Ruchi Ahluwalia**

### **Group Chief People Officer**

Diversity is fundamental to Qness' success. With over 100,000 women employees in our organisation, we're the largest female employer in the country and it is a testament of our commitment to fostering inclusive growth. Our targeted upskilling programs are designed to nurture women into leadership roles, providing them with tools to advance their careers. We've implemented policies tailored to support women, empowering them to navigate and excel in the unique opportunities the workplace offers. By investing in our women employees and creating growth pathways, we're not just building a more diverse company - we're fostering a dynamic, innovative organization ready for tomorrow's challenges



# Awards and Recognitions



Ranked 32 in 2024 & certified as a Great Place to Work for the 5th consecutive year



Ranked 46th in SIA's top 100 largest global staffing firms in 2023



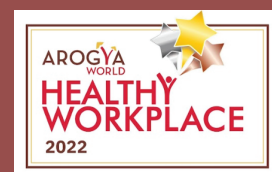
Recognized as one of the Leadership Factories of India by the Great Manager Institute in 2024



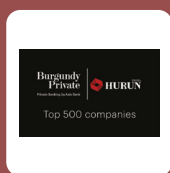
Accredited for Inclusive practices by Great Place to Work March 2023 to March 2024



'Among India's 40 best workplaces in Health and Wellness, 2023



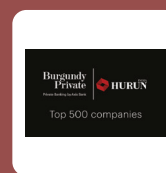
Among the top 34 companies by Arogya World Healthy Workplace 2022, for championing Workplace Health



Ranked 2nd amongst India's largest employers by Burgundy Private Hurun India 500, 2022



Ranked 100th in the Business World Real 500 Ranking (non-financial sector), 2021



Top 5 Women Employers in India by Burgundy Private Hurun India 500, 2021

# Awards and Recognitions (Clients)



# Quess Corp Business Model

At Quess, our ethos revolves around the belief that every service and product should be meticulously crafted to yield the utmost value for our clients. We merge our domain proficiency and talented workforce with a digital-centric mindset to provide tailored business solutions.

From comprehensive Integrated Facility Management Services to cutting-edge ManTech security solutions, and from Omni-channel Customer Life Cycle Management to advanced digital IT Services, we stand as India's premier business services platform. Our diverse array of offerings aim to enhance productivity and efficiency for our clients.

## Workforce Management

General staffing  
Retail, BFSI, Telecom, Industrial, etc,  
mostly grey collar talent

Professional staffing  
services in India, APAC and  
North America

Taskmo on-demand task  
fulfilment platform



1

4

## Product Led Business

foundit (formerly Monster  
APAC & ME)  
Job portal

Qjobs  
Blue collar hiring

Digicare  
Installation and after sales  
services

WorQ  
Workforce management  
platform

DASH  
Employee benefit platform



Our operations are spread across four synergistic platforms



### Global Technology Solutions

- CLM Solutions (Voice and Non-voice) delivered from India and Philippines
- Non-Voice BPO
- Collections and F&A outsourcing
- Platform Business
- Insurtech Platform - North America
- Payroll services
- IT services in North America and India

2

3

### Operating Asset Management

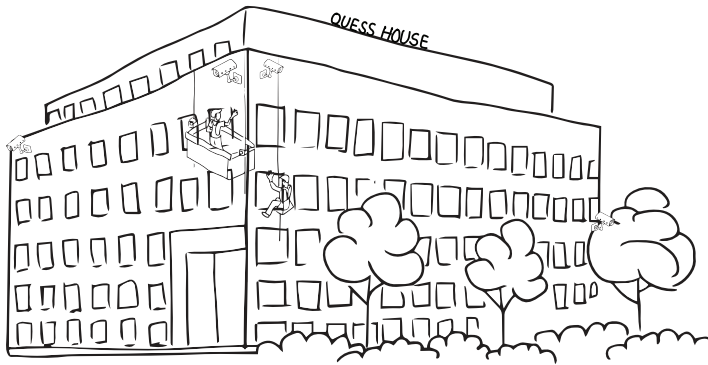
- Facilities management solutions
- For Commercial Healthcare and education Public utility space
- Manned and electronic security
- O&M services
- For Industrial plants Power plants



### Telecom network



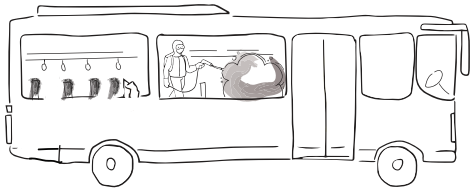
# Quess Services at a Glance



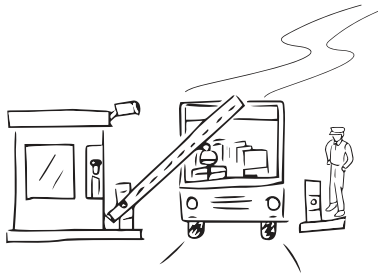
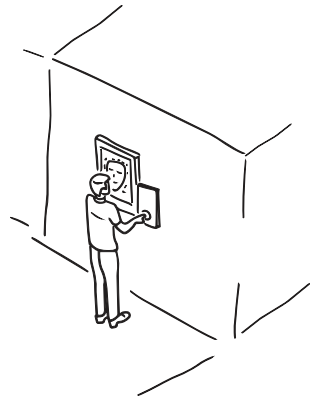
**GREENPIECE**  
LANDSCAPE • ENVIRONMENT  
A **Q**UASS COMPANY



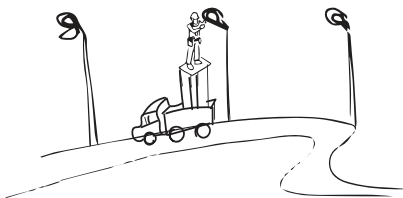
**QUESS**  
**IFMS**  
A **Q**UASS COMPANY



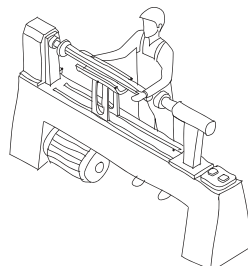
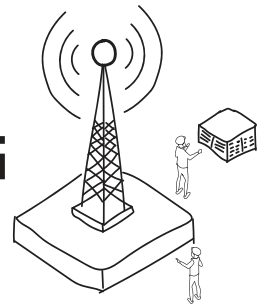
**TERRIER**  
SECURITY SERVICES  
A **Q**UASS ASSOCIATE COMPANY



**Hofincons**  
A **Q**UASS COMPANY



**VEDING**  
CELLULAR SERVICES  
A **Q**UASS COMPANY



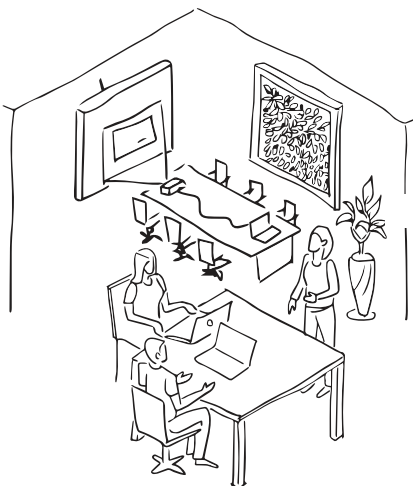
**Chef on Wheels**  
A **QUEST** COMPANY



**foundit**  
FORMERLY MONSTER



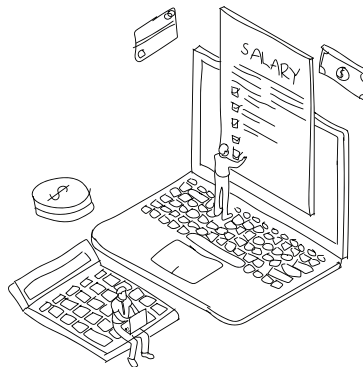
**QUEST**  
SEARCH & RECRUITMENT  
A **QUEST** COMPANY



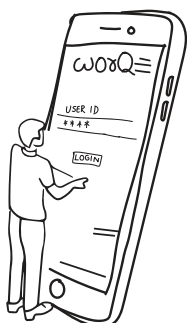
**ALLSEC**  
TECHNOLOGIES  
BUILDING LASTING RELATIONSHIPS  
A **QUEST** COMPANY



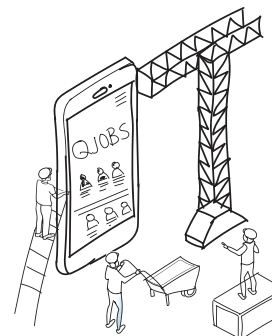
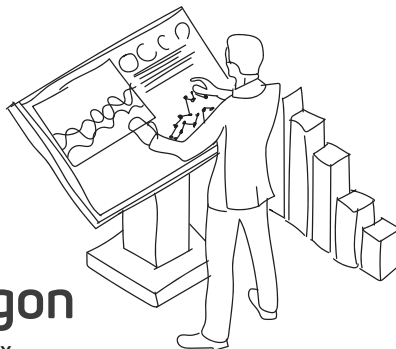
**Qtek**  
Systems  
A **QUEST** COMPANY



**worQ**



**heptagon**  
A **QUEST** COMPANY



**Qjobs**

# Winning Together

## Our Focus Is On Winning Together With Our Customers, People And Investors

Achieving and sustaining 20% RoE

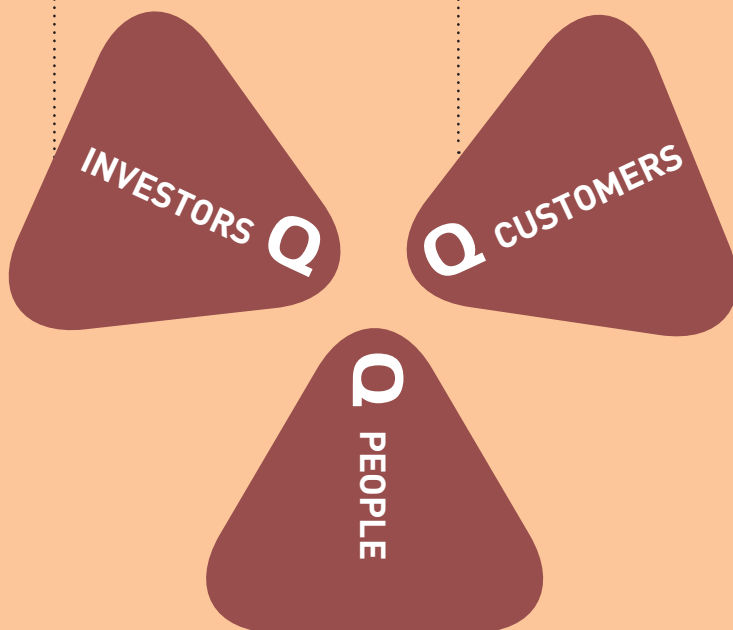
Continue Delivering 20% CAGR on OCF

Aspirational EBITDA of 6%

Build Scale - single operating platforms for all organic business, brings in agility and speed in the way we work

Measure digital revenues separately

Annual CSAT across all business



Becoming India's Top 50 Great Place To Work

Women to constitute 50% of core workforce

Benefits coverage for Associates to cover >70% of Associates






### Purpose

To build a leading institution that drives productivity for clients by outsourcing and optimizing their key business processes and to be the preferred firm for employees, customers and investors alike.

# Highlights of the Year

**5,67,000+**  
Employees



**3,000+**  
Clients

**500+**  
PWD associates

**1,00,000+**  
Women Employees/Associates



**70**  
Domestic  
**13**  
International  
Offices



**34**  
Indian Cities



**1** Million+  
Devices repaired /  
refurbished by Digicare

**TOP 2**  
Amongst India's largest employers by Burgundy Private Hurun India 500, 2022

**5<sup>th</sup>** year in a row  
Certified a Great Place to Work in 2024

**5** K+ Kgs  
Paper responsibly disposed

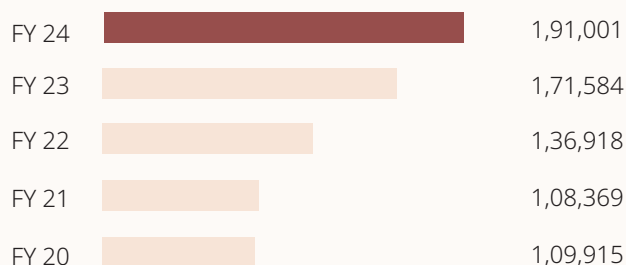
**20** K+ Kgs  
E-waste responsibly disposed



# Financial Highlights

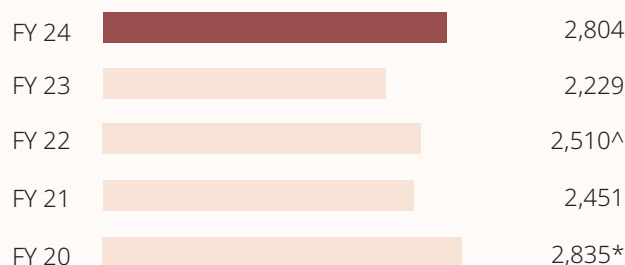
## Revenue from operations

(₹ in millions)



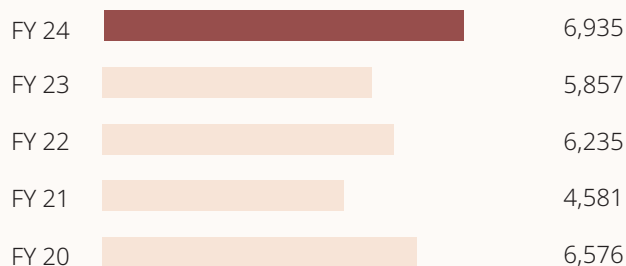
## Operational PAT

(₹ in millions)



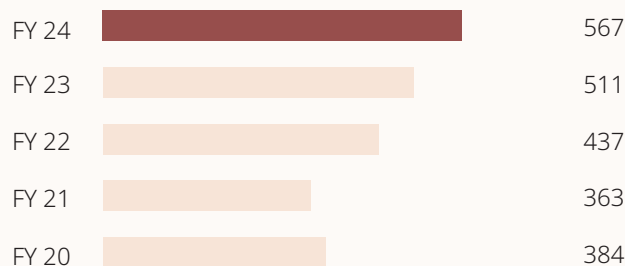
## EBITDA

(₹ in millions)



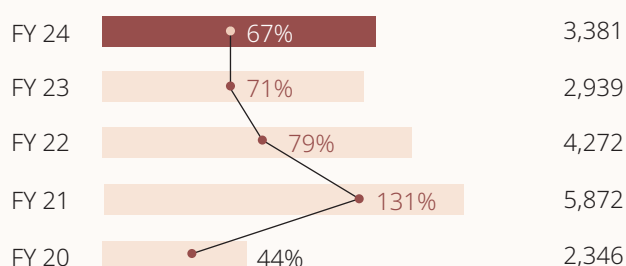
## Total Headcount

(in thousands)



## OCF and % of OCF/EBITDA conversion

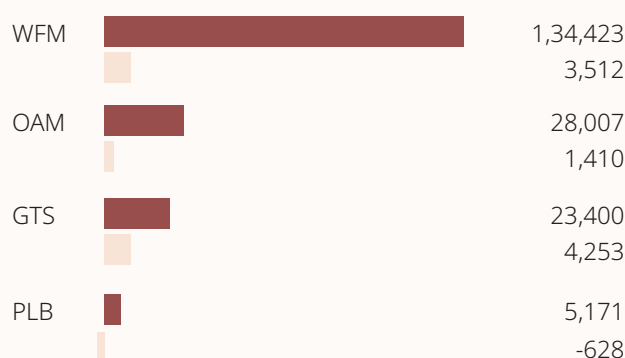
(₹ in millions)



■ OCF      ●— OCF/EBITDA conversion

## Revenue and EBITDA Mix

(₹ in millions)



■ Revenue      ■ EBITDA

<sup>^</sup> Reported PAT for FY22 includes extraordinary ECL of ₹ 450 million for FY22.

\* Reported PAT for FY20 is ₹ (4,319) million down 268% YoY including one off exceptional items on account of Goodwill/intangibles impairment and change in tax regime

# ESG Highlights of the Year

## Environment

**9.8** Million sq.ft  
Green spaces maintained

**1** Million+  
Devices repaired /  
refurbished in FY24

**5K+**  
Paper- Waste

**20K+** Million+  
Kgs E- Waste, Disposed  
responsibly for recycling

**250+**  
Trees planted

## Social

**100K+**  
Women Employees

**38%**  
Core

**18%**  
Associates

**0.5K+**  
PWD Employees

**166K**  
New UAN Added

**75**  
Schools Benefited  
from Qness  
Foundation initiatives

## Governance

**Nil**  
complaints filled Data Privacy  
& Cyber Security FY24

**Nil**  
complaints filled Antibribery  
and Conflicts of Interest FY24

**Cyber Security  
Council**

With C-Suite level oversight

**Safety Incident  
Management**

WorQ enabled to track incidents

# Creating Sustainable Value

## Creating value for sustainability

In our journey towards sustainability, we intertwine business aspirations with a profound commitment to creating lasting value for all stakeholders. Our mission is not just profitability but also the cultivation of meaningful employment opportunities that resonate across society's spectrum. Our ethos is anchored in principled conduct, wherein every step forward echoes our dedication to societal betterment.

Through our distinctive operational model, with 5,67,000+ individuals, whom we fondly refer to as 'Quessians', are empowered to co-create enduring economic and social value, embodying the essence of sustainability in action.

## Our ESG Framework with highlights for FY24



# The People Company

## Diversity & Inclusion



At Quess Corp, diversity and inclusion are foundational principles deeply ingrained in our company's ethos, far beyond mere rhetoric. We take immense pride in nurturing an inclusive workforce, wherein women currently comprise 36% of our core employees. Our commitment extends to elevating this representation to 50% by 2025. With operations spanning nine countries and serving over 3500 customers, we champion equal opportunities for individuals from diverse industries and backgrounds, embracing variations in regional, religious, educational, and socioeconomic perspectives.

Given the richness of our diverse workforce, practising inclusivity becomes not just a priority but a necessity. At Quess, we've cultivated a culture of positivity and inclusiveness, evidenced by our impressive 85% happiness index, as determined through rigorous anonymous employee surveys conducted by Nikki, our Chief Listening Officer AI Bot. Moreover, 46% of our people managers have been recognized as Great People Managers by the Great Manager Institute, and Quess has earned the esteemed title of Leadership Factory for 2024-2026. With five consecutive certifications as a Great

Place to Work, we've consistently demonstrated our commitment to fostering an inclusive workplace. Accredited for our inclusive practices by Great Place to Work (2023-2024), we're honoured to be recognized among the Top 40 Best Places to Work for Health & Wellness for two consecutive years. Notably, we've achieved an outstanding 41.2% reduction in attrition over the past three years, a testament to our unwavering dedication to our diverse and valued workforce.

As a staunch proponent of equal opportunity, Quess has implemented a comprehensive suite of initiatives aimed at fostering

**100K+**

Women Employees

**36%**

in Core

**18%**

in Associate roles

**3**

QuessSHEians secured their spots in Top 10% Club of Women Leaders nationwide

**28%**

of women associate are from Tier 3 cities

**0.5K+**

PWD Associates

a work environment free from discrimination, with a special focus on empowering women and underrepresented groups. One of our flagship programs, QWEEN 3.0, is dedicated to enhancing the representation of women within Qess's core workforce. By addressing various facets of women's empowerment, including psychological, economic, educational, and societal aspects, QWEEN 3.0 is instrumental in cultivating an inclusive workspace where women can flourish and realize their full potential.

Recognizing the significance of nurturing future leaders, Qess has selected six women leaders to join the Top 10% Club of Women Leaders under the 1000 Women Leaders Club. This initiative aims to propel a cohort of talented and driven women professionals into managerial and leadership positions. Among the six nominated women leaders, three have achieved membership in the Top 10% Club of Women Leaders across all organizations in India.

In a concerted effort to further empower women in middle management roles, Qess

has launched the GROW 2.0 program—a digital, app-based learning intervention. This initiative is designed to enhance managerial and leadership capabilities, bolster business acumen, and foster holistic well-being. With active participation from 88 Qessians across all business units, the program has received overwhelmingly positive feedback.

Qess's dedication to diversity and inclusion transcends internal boundaries. The introduction of the "HER" Employee Referral policy exemplifies this commitment by exclusively encouraging Qessians to refer trusted female contacts, ensuring the inclusion of reliable and recommended individuals. This mutually beneficial initiative not only enriches the organization but also broadens the pipeline of women in the workforce.

Acknowledging the unique challenges faced by new mothers, Qess has developed tailored programs to support their seamless reintegration into the workforce. From flexible work arrangements to less demanding projects and mentorship opportunities, these initiatives underscore the company's profound understanding

of the needs of working women and its unwavering commitment to cultivating a balanced work environment.

At the core of all these endeavors lies Qess's steadfast dedication to nurturing a safe and harassment-free workplace. The company's Prevention of Sexual Harassment (POSH) policy establishes a clear and comprehensive framework for defining unacceptable behaviors, leaving no room for ambiguity. This unwavering zero-tolerance stance against actions that jeopardize employee well-being underscores Qess's commitment to fostering a harmonious and inclusive work culture.

Qess's holistic approach to diversity and inclusion, which includes targeted initiatives, inclusive policies, and a resolute focus on employee well-being, sets a shining example for other organizations to follow. By empowering women and underrepresented groups, the company not only enhances its own workforce but also contributes to the broader mission of fostering a more equitable and diverse business environment.

## Mobilizing talent for Secure jobs

At Qess, our role extends far beyond mere staffing and recruitment; we're agents of transformation, dedicated to building a workforce ecosystem that is both fair and sustainable. The Indian staffing and recruitment market, valued at US \$18.06 billion in 2022, is projected to reach US \$48.53 billion by 2030, with an expected growth rate of 13.2% from 2022 to 2030.

Our commitment to nurturing local talent goes beyond mere words; it's a game-changer. By prioritizing the recruitment and



# The People Company

development of local citizens, we not only enhance employability but also reduce reliance on expatriate labour, thereby catalysing the growth of the Indian economy.

With an employee headcount exceeding -567K+ in FY24 and serving the needs of over -3.5K clients across four platforms, our impact extends beyond the numbers on our payroll; it's about the meaningful difference we're making in people's lives.

Looking ahead, the formalization of the Indian economy heralds

a significant shift in workforce dynamics, with a forthcoming wave of migration from the informal to the formal sector. Introducing JOBSPOT by Quess, a pioneering initiative set to launch in densely industrialized areas nationwide. JOBSPOT offers a streamlined platform for job seekers to connect with potential employers and secure immediate job opportunities. Initially launching in Hosur, Tamil Nadu, and Narsapura, Karnataka, our primary goal is to establish JOBSPOT as the premier destination for efficient and effective job placement, with a focus on

catering to blue-collar workers, entry-level job seekers, and individuals in need of immediate employment.

JOBSPOT is transforming the job-seeking experience by eliminating the hassles of lengthy application processes and uncertain waiting periods. Offering on-the-spot job interviews and immediate job offers, many applicants secure employment within just 30 minutes of walking in. The newly opened locations in Narasapura, Karnataka, and Hosur, Tamil Nadu, are already serving over 200 walk-in job seekers daily, providing a beacon of hope for many.

## Digitizing job discovery

In our unwavering commitment to advancing job discovery through digital innovation, we're revolutionizing the process for both blue-collar and white-collar workers alike. Far from being just another generic job board, our platforms, such as QJobs and foundit, are meticulously crafted to empower individuals across all levels of expertise.

QJobs isn't merely a tool; it's a dynamic gateway for blue-collar workers to connect with opportunities efficiently and intuitively. Boasting over 7.3 million recruiter-candidate interactions and 7.7 million active job openings, QJobs is reshaping the landscape of job-seeking in the digital era. And its inclusivity knows no bounds; whether you're a seasoned professional or just embarking on your career journey, QJobs welcomes you with open arms, accessible across devices and available in multiple Indian languages.



On the other hand, foundit 2.0 is revolutionizing white-collar recruitment by simplifying the process for recruiters. Its Smart Insights feature enables streamlined candidate sourcing, offering comprehensive profiles and valuable career insights. Powered by AI, the Magic Search feature delivers personalized results tailored to each organization's unique needs, while AI-generated emails and personalized outreach ensure meaningful engagement. Advanced

folder management simplifies candidate organization and sharing, leading to significant boosts in productivity and cost reductions for early adopters. With foundit, recruiters are embracing a new era of recruitment that is efficient, personalized, and highly effective. Over 150 leading companies granted early access to foundit's recruitment solution have reported a remarkable 80% increase in productivity and a 4.5x reduction in hiring costs.

**6.5** Million  
Candidates Registered

**2** Million  
Job openings

**1.1** Million  
Candidates upskilled

# Responsible Citizen

## ESG beyond organizational boundaries

Looking beyond our organization’s boundaries, we’ve embarked on a journey to extend the principles of Environmental, Social, and Governance (ESG) into the broader ecosystem where we operate. Recognizing that our impact extends beyond our own operations, we’ve integrated ESG considerations into our relationships with vendors. Our vendor onboarding process now includes a clear expectation of alignment with our ESG values and adherence to our code of conduct. We’re proud to report that we’re making significant strides toward

our goal of having 100% new vendors who share our commitment to ESG.

Furthermore, 14.78% of our materials now come directly from Micro, Small, and Medium Enterprises (MSMEs), reflecting our dedication to nurturing and supporting local businesses. This commitment amplifies the positive ripple effect of our ESG efforts beyond our organizational boundaries, contributing to the sustainable development of the communities we serve.



## Societal Impact

At Qess Foundation, we’re committed to driving meaningful change through a combination of innovation and unwavering dedication. Rejecting conventional approaches, we prioritize impactful, community-driven solutions. As the CSR arm of Qess Corp Limited, our mission is clear: to act as a catalyst for profound societal transformation throughout India.

Our initiatives, firmly rooted in the principles of empowerment and sustainability, are centered around two key pillars: Education and Health Care through collaborative partnerships with state governments, our School Enhancement Program aims to



revolutionize the educational landscape by elevating the quality of government-Pre-primary, primary and high schools. We go beyond mere academic improvement,

striving for holistic development and nurturing young minds to reach their full potential.

Qess Foundation is currently working with 75 schools and 16K+ children across Karnataka and Tamil Nadu overall we supported 85K+ students. By prioritizing health and education, we envision a future where every individual has the opportunity to thrive, thereby building a resilient workforce and cultivating sustainable livelihoods for the most vulnerable segments of society. For comprehensive details of our CSR initiatives and their impact, please refer to the CSR section of this Annual Report, located on page 29.



# Environmentally Conscious

At Qess, our operations naturally maintain a low carbon footprint, reflecting the inherent nature of our services. However, we're committed to enhancing our environmental stewardship and promoting sustainability across our operations. Recognizing the urgent need for action, the UN's Intergovernmental Panel on Climate Change emphasizes that global greenhouse gas emissions must peak by 2025 and decline significantly thereafter, aiming for a 43% reduction by 2030 and 60% by 2035 compared to 2019 levels, with the ultimate goal of achieving net zero CO2 emissions globally by 2050.

The recent COP28 conference underscored the importance of transitioning away from fossil fuels in our energy systems. Central to this transition is the Global Stocktake (GST), a mandated review of countries' commitments under the Paris Agreement to ensure alignment with its objectives. COP28 calls for an accelerated and equitable shift

toward net zero emissions by 2050, emphasizing the need for decisive action in this crucial decade. In line with these imperatives, our strategies at Qess Corp involve reducing waste, optimizing energy usage, and advocating for eco-friendly materials. Moreover, we are actively transitioning to renewable energy sources to further diminish our environmental impact.

Our dedication goes beyond meeting standards; it's about harmonizing with nature's rhythms and fostering a world where every action nurtures the earth. We weave our commitment to sustainability into the fabric of global initiatives like the Sustainable Development Goals, Global Reporting Initiative, and Carbon Disclosure Project, embracing them as guiding stars in our journey toward ecological harmony. At Qess House, we've cultivated a mindful approach in our canteen, transforming food waste into nutrient-rich compost

that replenishes the soil. Alongside this, we've handled paper and e-waste responsibly, diverting them from landfills and giving them new purpose.

In the past year, we've tended to over 9.8 million square feet of greenery across India, not just for aesthetics, but to create sanctuaries for diverse plant and animal life, and to combat the heat-island effect in our urban landscapes. In measuring our carbon footprint, we're guided by nature and wisdom of the land. Following stringent standards set by the GHG Protocol, IPCC guidelines, and the India GHG Inventory Programme, we meticulously gather data, ensuring every calculation resonates with ecological truth. From fuel consumption to energy usage, every detail is a thread in the tapestry of our environmental stewardship. Last year, our total emissions amounted to 20,048.18 tons of CO2 equivalent, a number that fuels our resolve to tread lighter on this planet we call home.

**1** Million+  
devices repaired/refurbished  
byDigicare

**5.3** K+kg  
of paper waste responsibly  
disposed

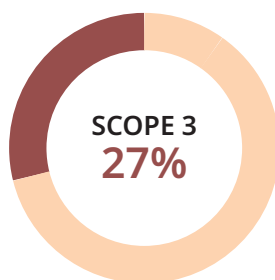
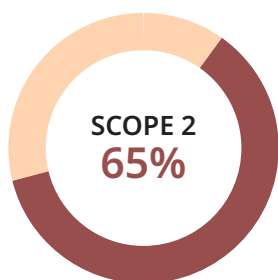
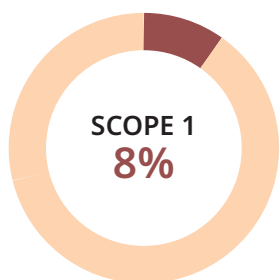
**9.8** Million+ sq.ft  
of green space maintained

**79,987.13** GJ  
Energy consumption

**20** K+kg  
of E-waste responsibly disposed

**250+**  
Trees planted

## Emissions



Scope 1 : 1,647.31 tCO<sub>2</sub>e  
Scope 2: 12,946.79 tCO<sub>2</sub>e  
Scope 3: 5,454.08 tCO<sub>2</sub>e  
**Total: 20,048.18 tCO<sub>2</sub>e**

# Trusted Institution

## Corporate Governance

At the heart of our corporate governance lies a profound commitment to our values and the relationships we cherish with our stakeholders. We don't just prioritize integrity and transparency; we believe that they're the bedrock of trust within our company. In every facet of our operations, we hold ourselves to the highest standards of corporate governance. Our Board isn't just a group of decision-makers; they're guardians of our integrity, fostering governance practices

that set us apart. Independent committees within the Board continuously scrutinize and refine our governance standards, ensuring they stand tall among industry benchmarks.

Our policies aren't just documents; they are guides that shape our conduct. From business ethics to risk management, each policy is a testament to our unwavering commitment to doing what's right. And when those policies are violated, we don't hesitate to act swiftly and

decisively, because integrity knows no compromise.

Furthermore, our board sub-committees—the Audit Committee, Risk Committee, Ethics Committee, and CSR Committee—are more than mere oversight bodies; they are champions of integrity, ensuring that our governance framework remains robust. These committees embody the sincerity and dedication that define our organization's commitment to exemplary governance

## Information Security and Data Privacy

Acknowledging the paramount significance of information security and data privacy, our company has erected formidable defences to safeguard our invaluable data assets. Through meticulous policies and guidelines, we ensure unwavering compliance and security as we navigate the ever-expanding realms of our digital landscape. These protective measures extend to all facets of our ecosystem—our employees, customers, partners, vendors, job applicants, and all individuals whose personal data falls under our stewardship.

Our commitment to information security and data privacy isn't just a checkbox; it's woven into the very fabric of our culture. We conduct mandatory digital training sessions to instil a deep understanding and unwavering adherence to these

standards across all employees. Moreover, our Privacy Statement, prominently featured on our website, offers transparent insight into how we handle personal information and affirms the rights of our stakeholders concerning data privacy.

Embracing a proactive approach to cybersecurity, we harness the power of Security Information and Event Management (SIEM) tools that adhere to ISO 27001 standards. These sophisticated tools empower us to methodically fortify our information fortress, tirelessly monitoring our network for any signs of intrusion.

To bolster the security of our mission-critical applications and support our dispersed workforce, we conduct regular Vulnerability

Assessment Penetration Testing (VAPT), swiftly remedying any detected vulnerabilities. Furthermore, migrating our applications to the cloud not only enhances our operational resilience but also underscores our commitment to adaptability and innovation in safeguarding our digital assets.

Moreover, to steer our cybersecurity initiatives with precision and depth, we've convened a dedicated council comprising esteemed stakeholders, led by our Chief Digital Officer. This council, fortified by platform and business IT leaders, convenes regularly to scrutinize and fortify our security posture and protocols, ensuring we remain steadfast and adaptive in safeguarding our digital realm against emerging threats.

### Quess Corp ISO Certification

**ISO 9001: 2015,**  
**ISO 14001:2015,**  
**ISO 45001:2018,**  
**ISO 27001: 2013**  
**ISO 37001: 2016**

**Nil Complaints**  
**received BY**  
**Data Information**  
**Officer**

**Safety Incident**  
**Management**  
**Tool for**  
**resolution of**  
**Incidents.**

**Unified Help**  
**Desk (UHD)**  
**for resolution**  
**of workforce**  
**grievances**



# Environment

Emission

Sustainable Waste Management

# Environment

At Qess, we are dedicated to creating a sustainable and resilient future, guided by the Qess ESG Framework, which embodies our commitment to responsibility and unwavering integrity. Recognizing that our sustainability journey starts with reducing our carbon footprint, we have implemented significant measures over the past to minimize emissions.

Understanding the profound connection between climate change and our business activities, we have taken proactive steps to identify and mitigate specific risks associated with this relationship. Climate change risk mitigation

is a fundamental element of our sustainability strategy, and this ESG report provides a comprehensive overview of our efforts to assess, manage, and mitigate these risks. It highlights our commitment to addressing the challenges posed by a changing climate and ensuring lasting resilience for our business and stakeholders.

At Qess, we are committed to enabling a low-carbon and resource-wise economy, empowering our people and communities, and embedding responsible corporate governance and business integrity practices throughout the company. By aligning with leading

national and global regulations, guidelines, and frameworks, we take meaningful action to demonstrate environmental stewardship and contribute to a sustainable future. The computation process adhered to internationally recognized standards such as the GHG protocol, IPCC guidelines, and the India GHG Inventory Programme.

Our environmental goals focus on optimizing energy use, making responsible use of natural resources, and reducing waste, all of which are essential to creating sustainable progress and driving long-term positive impact.

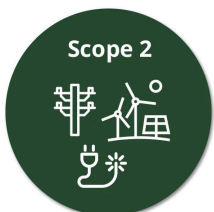


# Emission

At Qess, we recognize the critical importance of reducing our carbon footprint as part of our commitment to environmental sustainability. Our approach to emissions management is guided by a long-term strategy aimed at minimizing greenhouse gas (GHG) emissions, improving energy efficiency, and adopting sustainable practices across all our operations.

We have taken decisive steps to measure, track, and reduce our emissions in line with national and international frameworks. Our initiatives include optimizing energy consumption, waste management, and enhancing operational efficiencies to reduce overall environmental impact.

By implementing these actions, Qess remains dedicated to contributing to global efforts to combat climate change. We ensure our business is aligned with the transition to a low-carbon economy. Through continuous monitoring and improvement, we aim to create a lasting impact on both the environment and our broader stakeholder community.



### Scope1 Emission:

As part of our Scope 1 emissions tracking, Qess monitored emissions from various sources, including diesel used in DG sets and refrigerants such as R 22 and R410. Throughout the financial year 2023-24, Scope 1 emissions reached a total of 1647.31 tCO<sub>2</sub>e, with diesel and refrigerants being the predominant contributors. These emissions collectively accounted for 8% of our overall emissions.

Our diligent emission tracking efforts extended across multiple office locations, including Bangalore, Ahmedabad, Delhi, Mumbai, Chennai, and other key sites, ensuring comprehensive monitoring and accurate reporting of our direct emissions footprint.

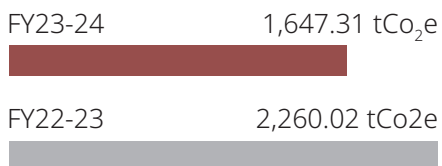
### Scope2 Emission:

To meet our organization’s electricity needs, Qess procures electricity from the grid. We have closely monitored electricity usage across all our office locations in India. In the fiscal year 2023-24, our total electricity consumption amounted to 79,987.13 GJ, leading to an indirect emission of 12,946.79 tCO<sub>2</sub>e. This electricity consumption constituted a significant 65% of our overall emissions, highlighting the importance of ongoing efforts to optimize energy efficiency and explore renewable energy options in reducing our indirect emissions.

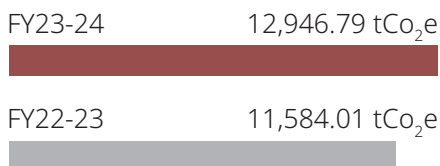
### Scope3 Emission:

To assess our Scope 3 emissions, Qess monitored various aspects as outlined in the GHG emissions protocol, including business travel, power distribution losses, and fuel-and energy-related activities among others. During the financial year 2023-24, our Scope 3 emissions totalled 5,454.08 tCO<sub>2</sub>e, representing 27% of our overall emissions. This tracking enables us to better understand the broader environmental impact of our operations and develop strategies for further reducing indirect emissions.

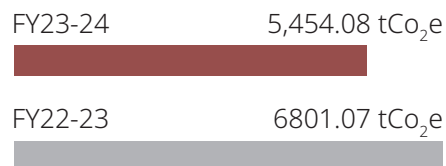
### Scope1



### Scope2



### Scope3



# Emission

## Emission Intensity Reduction

As a result of our continuous efforts, Qess has achieved a significant decline in emissions. Emission intensity, which accounts for all sources of emissions (Scope 1, 2, and 3) at an organizational level for sites under direct operational control (specifically in India), has seen a notable improvement. We are proud to report a 19% reduction in emission intensity, putting us on track to achieve our target of a 20% reduction by FY 2025. This milestone reflects our commitment to minimizing environmental impact while driving sustainable progress across our operations.

### Emissions Reduction Initiative

Initiative	Initiative Type	Scope Impacted	Estimated annual tCO <sub>2</sub> e savings
Managing energy usage by temperature controls for air conditioners	Resource efficiency	Scope 1	91.78
Switch On & Off policy	Resource efficiency	Scope 2	91.05
Consolidation of buildings to energy efficient buildings	Resource efficiency	Scope 2	241.04
Shredding and recycling of over 5.3K kg paper waste	Recycling	Scope 3	4.87
Digitization of our on-boarding process (~4.7L employees)	Waste reduction	Scope 3	102.91
Authorized dismantling and recycling of over 20.23k kg of E-waste	Recycling	Scope 3	0.18
		<b>Total</b>	<b>531.83</b>

### Regulatory Compliance

Qess maintains a rigorous environmental management process to fully comply with all relevant environmental regulations, including emerging regulatory trends. As part of our commitment to environmental responsibility, we strictly adhere to all applicable environmental laws and regulations across our operations.

During the reporting period, Qess incurred no fines, penalties, or show-cause notices for non-compliance with environmental regulations at any of its locations. This reflects our proactive approach to regulatory compliance and our ongoing dedication to minimizing environmental risks while promoting sustainable business practices

### Energy Consumption

At Qess, optimizing energy consumption is a critical element of our sustainability strategy. We are committed to reducing energy usage while ensuring efficient operations across all our facilities. By tracking and analysing energy consumption data, we aim to minimize our environmental footprint and improve operational efficiency.

During the fiscal year 2023-24, we monitored energy use across our offices in India, identifying opportunities for energy conservation and implementing measures to enhance energy efficiency. These efforts include upgrading to energy-efficient equipment, optimizing lighting systems, and exploring renewable energy options. Our focus on responsible energy consumption not only reduces operational costs

but also supports our broader environmental goals, aligning with national and global sustainability standard

Currently, the primary source of electricity for our facilities under operational control comes from grid sources, making it the predominant energy source for Qess. In the fiscal year 2023-24, we utilized 76,696.45 GJ of purchased grid energy to meet our operational needs. Additionally, 3,290.68 GJ of energy was generated using diesel generator (DG) sets.

These figures underscore the importance of continuing our efforts to optimize energy efficiency, explore alternative energy options, and reduce our reliance on non-renewable energy sources. As part of our sustainability strategy, we remain committed to transitioning to greener energy solutions in the coming years.

**79,987.13 GJ**  
**Energy Consumption**

# Sustainable Waste Management

At Qess, we are dedicated to promoting sustainable waste management practices as part of our commitment to environmental responsibility.

We have implemented a comprehensive program across all our office locations to achieve effective waste segregation. Designated bins are provided for different types of waste, solid waste, organic waste, bio medical waste and general waste, ensuring clear separation at the source.

We have also conducted training sessions to educate and raise awareness among employees about the importance of proper waste segregation practices. By equipping our staff with the knowledge to reduce waste on-site, we contribute to fostering a culture of environmental stewardship.

Our approach aligns with the principles of a circular economy, aiming to minimize waste production while ensuring that both hazardous and non-hazardous waste are monitored and handled responsibly. We adhere to local waste storage and disposal regulations and collaborate exclusively with authorized recycling partners to ensure responsible waste management across our operations.

At Qess, we are deeply committed to environmental sustainability and have implemented a comprehensive waste management program to address the growing challenges of waste disposal. As an environmentally conscious organization, we actively recycle e-waste and paper waste collaborating with authorized recyclers. Additionally, food waste generated at our office canteens is mindfully transformed into nutrient-rich compost, reinforcing our commitment to sustainable practices.

We emphasize the importance of recycling to preserve ecological

balance, reduce landfills, and conserve valuable resources. By recycling e-waste and paper waste, we aim to save energy, prevent pollution, and contribute to a greener environment. Our waste management efforts aim to promote responsible practices that align with global sustainability standards.

Waste segregation is practiced directly at each office site. Waste is categorized into paper, plastic, food, batteries, and e-waste. Non-hazardous solid waste is handed over to the municipal corporation at each location, while e-waste and battery waste are responsibly transferred to authorized vendors for proper recycling. Through these measures, we ensure efficient waste management in compliance with environmental regulations, demonstrating our commitment to a cleaner, more sustainable future.

**5K+ Kg**

paper waste responsibly disposed

**20K+ Kg**

e-waste responsibly disposed

**6K+ Kg**

Battery waste responsibly disposed

**5K+ Kg**

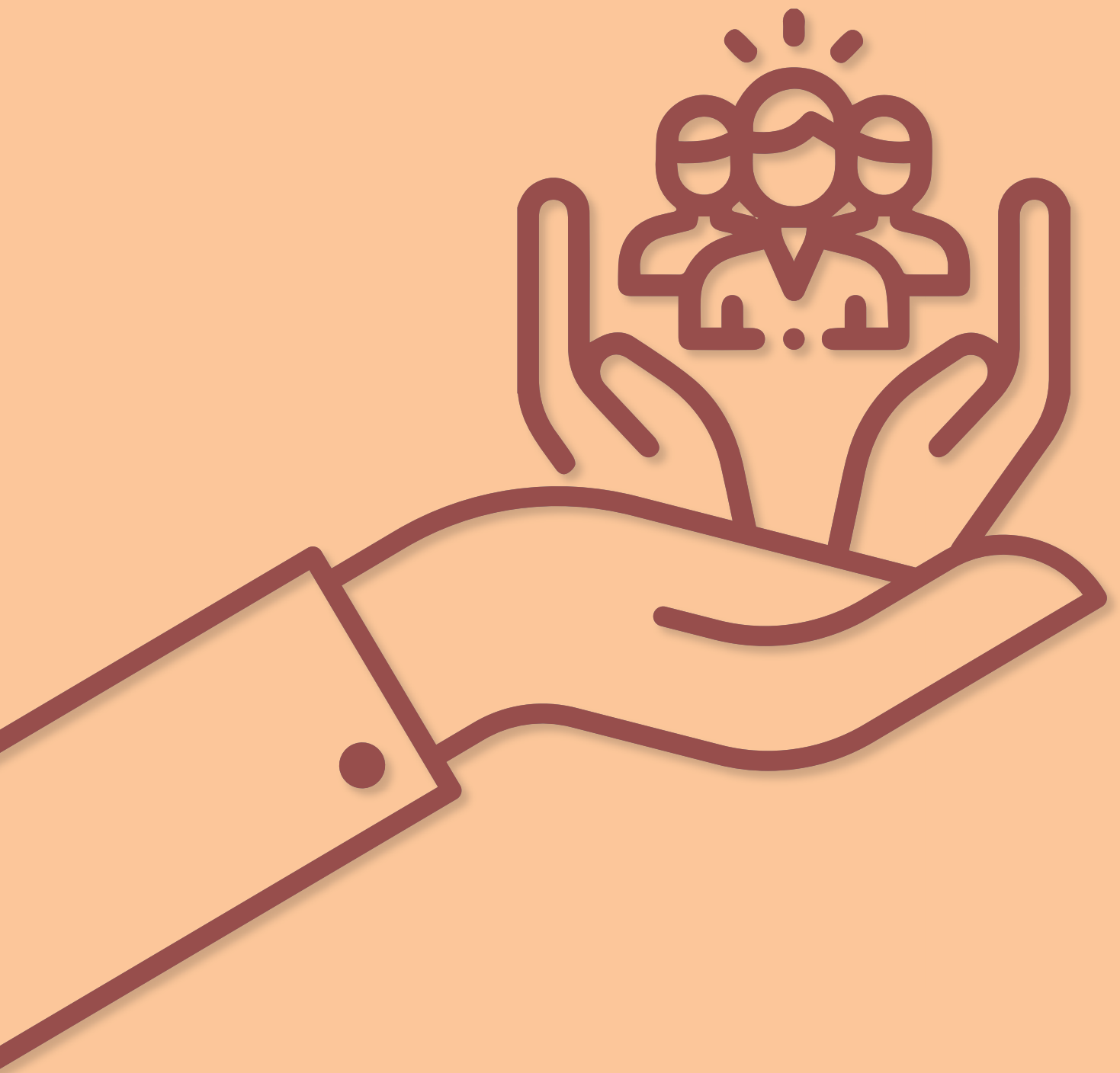
Canteen waste responsibly disposed

## Green Spaces

As part of our commitment to preserving and enhancing green spaces, Qess has focused on maintaining the natural environment in ways that enhance employee productivity and contribute to the sustainability of our customers' operational surroundings. In FY24, Qess successfully maintained a total of 9.8 million square feet of green spaces across India through our landscaping business.

Leveraging our expertise in horticulture, we specialize in creating visually appealing and sustainable landscapes, ensuring that the spaces we manage align with environmental conservation goals. Our efforts in green space management reflect our broader dedication to fostering a healthier, more sustainable environment for our employees and clients.





# Social

Quess Purpose, Vision & Values

Quess EVP – A unique practice

Our People

Testimonial

Diversity & Inclusion

Nurturing Work Environment

Learning and Development

Employee Lifecycle Management

Occupational Health and Safety

Digitizing Job Discovery

Employee Engagement

Sangam Event

Employee Support Beyond

Compensation

Our Customers

Corporate Social Responsibility

# Quess Purpose, Vision & Values

Our vision, purpose, and values propel us to become the best version of ourselves, within our work environment and in everything we do. We rely deeply on open communication, our people practices and business processes to deliver seamless to Customers, Stakeholders and the Community, while creating a sense of belongingness and higher purpose for all our Quessians.

### Quess Purpose

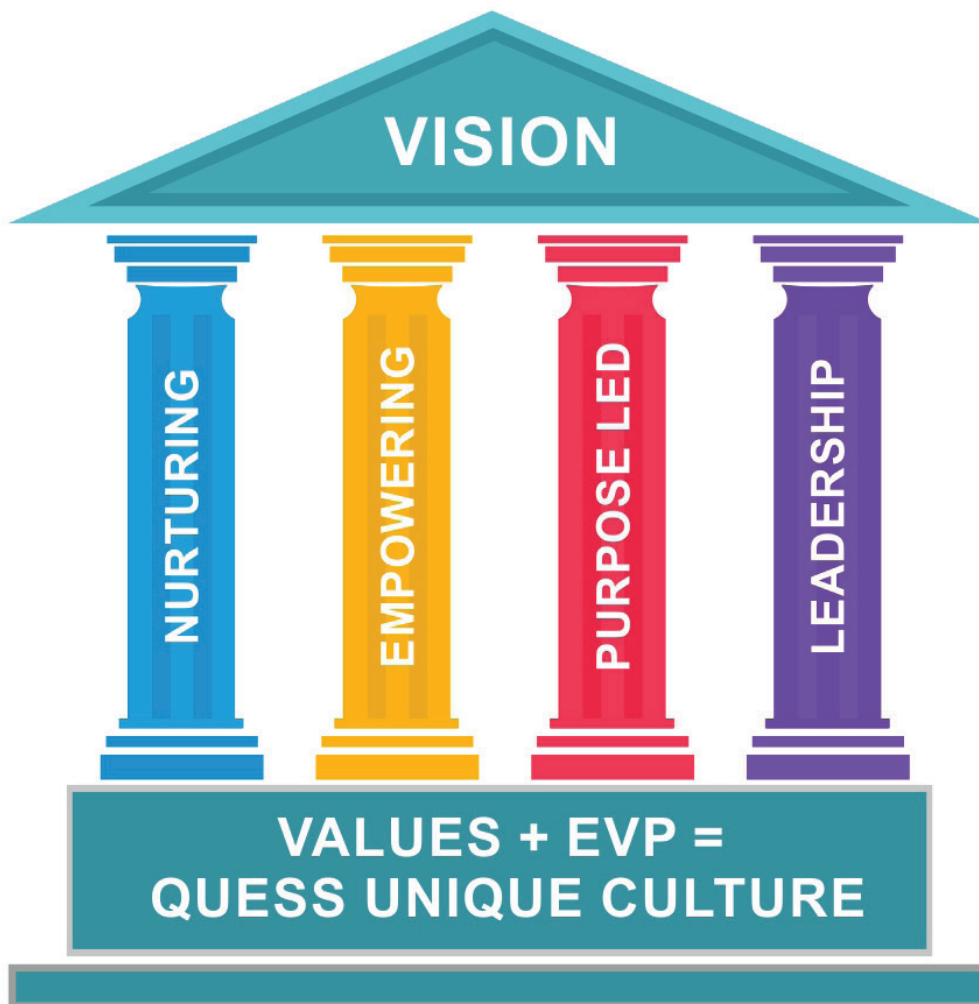
To build a leading institution that drives productivity for clients by outsourcing and optimising their key business processes, and to be the preferred firm for employees, customers and investors alike.

### Quess Vision:

To maximize value for our clients by optimizing every service, practice, and product, leveraging our domain expertise, skilled resources, and digital-first approach.

### Quess Values:

We foster a culture of excellence and growth through our core values.



# Quess EVP – A unique practice

Our Employee Value Proposition (EVP) building exercise is unique because it is a democratic process that resonates with the voice of Quessians. As enunciated by our employees themselves, its five pillars are indicated below.

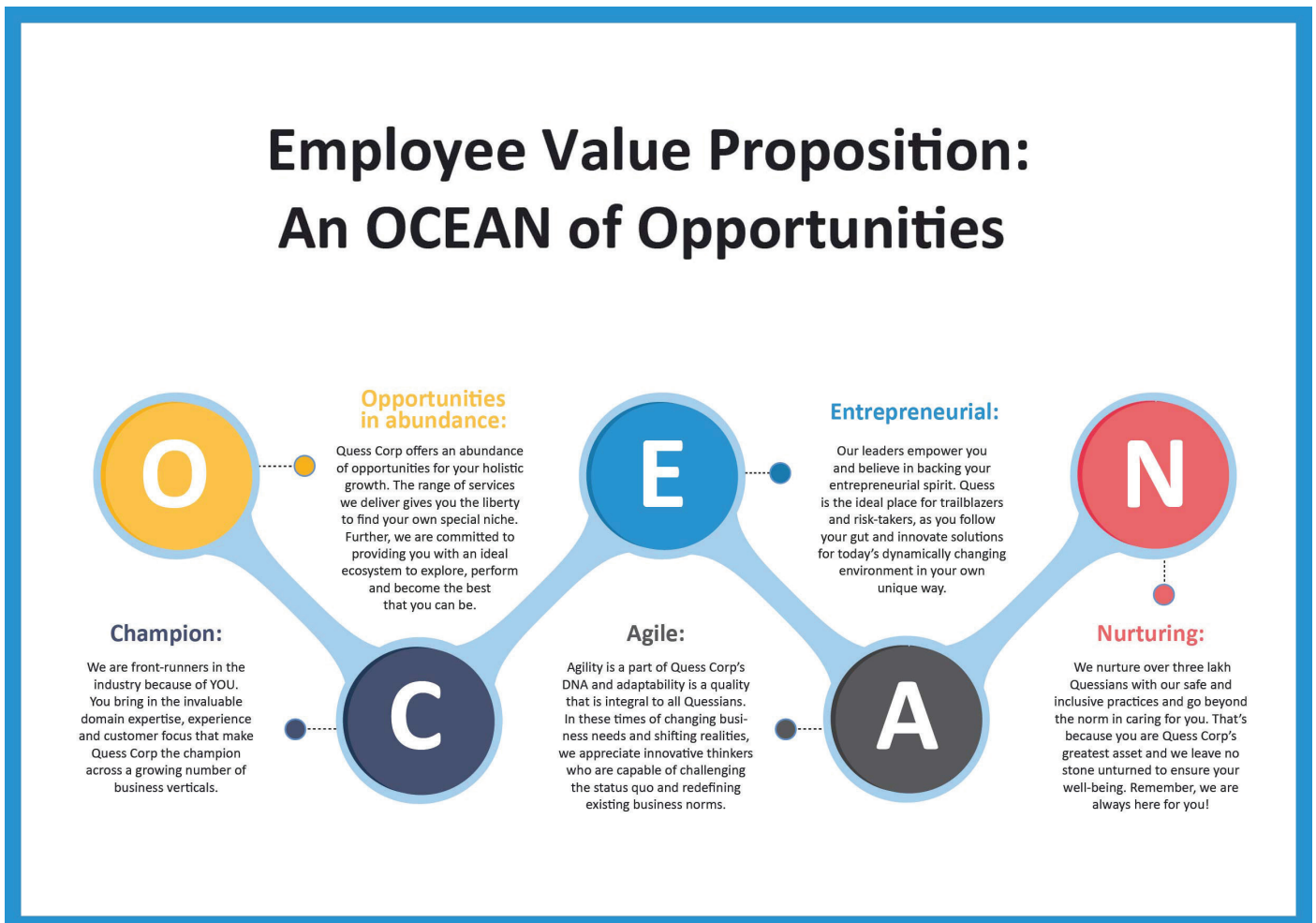
**Democratic Process:** Quess Corp’s EVP building exercise is described as a democratic process. This implies that the company actively involves its employees in the formulation of their EVP. By incorporating the viewpoints and suggestions of their workforce, Quess Corp aims to create an EVP that is representative of their employees’ needs and aspirations. This approach fosters employee engagement and

ensures that the EVP aligns with the expectations and values of the workforce.

**Voice of Quessians:** This emphasises that the EVP resonates with the voice of “Quessians,” referring to the employees of Quess Corp. This indicates that the EVP is designed to reflect the collective opinions, desires, and perspectives of the employees. By considering the thoughts and feedback of their

workforce, Quess Corp aims to create an EVP that is meaningful and relevant to their employees’ experiences and expectations.

**Five Pillars:** These represent the core elements or values that Quess Corp considers crucial to their employee experience.



# Our People

## Human Capital: The Core of Our Value-Driven Growth

At Qess Corp, we believe that our human capital is the cornerstone of our value-driven growth. Our commitment to sustainable people practices and talent management initiatives creates a conducive and encouraging environment, allowing us to nurture talent and help our employees realize their full potential. The diverse skill sets, dedication, and knowledge of our team have immensely contributed to our success and what we are today.

## Employee-Centric Policies and a Strong Workforce

Our employee-centric policies and activities are the foundation of our strong workforce. We recognize that our employees are our most important asset, lying at the core of our inside-out approach. Their passion and dedication power our efforts to create significant value for our clients, keeping us on an accelerated growth path. Our people have always been and will continue to be our top priority.

## A People-Centric Approach

Our people-centric approach ensures employee engagement through various initiatives that make our employees feel involved and heard while also boosting their productivity. To foster deeper and more personal connections with our employees, we have designed a unique framework known as the Qess Unique Culture. This culture is driven by our Employee Proposition called 'An OCEAN of OPPORTUNITIES'. This framework is designed to provide our employees with ample opportunities to grow, develop, and succeed within the organization, making Qess Corp a place where every individual can thrive..

# 5,67,000+

Employee Count FY24

# 38%

Core women employees

# 18%

associate women employees



# Testimonial



**Sonali Gaddam**  
- Foundit

I've been so impressed with how our organization truly supports women's initiatives like Stree WFH, the women's safety policy, and Embrace Crew Connect. These efforts have created such an inclusive and supportive environment, and it's clear that they are valued at every level. It's inspiring to see such a strong commitment to diversity and empowerment, allowing women to really thrive and contribute their best. It's comforting to know that whenever I bring up a request, our HRBP listens and reassures me that they'll always support our needs.



**Sunil Sehgal** -  
**Quess Associate**  
for over 11 years!

My experience with Quess has been fantastic. They've always supported us, especially with things like cashless medical insurance, which makes everything so much easier. As someone in Sales, I love that I can check my incentives and salary on the go with the WORQ app, and my salary is always on time. There's nothing to worry about when working with Quess. I'm really glad to have this long-term association and look forward to continuing it in the future.



**Satish**

I've been with Quess since 2015 and have witnessed its evolution into a great workplace. The experiences I've gained are invaluable, and I find the culture open and transparent, encouraging me to share my ideas freely.

Quess has provided a platform to learn, grow, and regularly analyze my progress. The opportunities have been beneficial for my long-term professional development. Management has supported implementing fresh ideas and provided a space to learn from mistakes.

Over the past eight years, continual feedback and discussions with my leaders have honed my abilities and helped me form a clear vision of my goals. Quess has been instrumental in shaping my career and personal growth.



**Pooja Mehta-Vedang**

The Vedang Culture embodies drive, ambition, and competence, but above all, it is characterized by support and positivity. Over the course of 12 years, I have discovered more about myself and my abilities, shaping my career path. This environment has provided me with both comfort and challenges, resulting in an invaluable experience. In the end, Vedang has proven to be a treasure trove, unveiling gems from seemingly ordinary rocks.

"Kacchi eeto see Taj bani hu, Jarjar Kashti se Jahaz bani hu,

Pankh failane se bhi Jo darta tha, Vaise Parinde se Baaz bani hu,

Kitno ka vishwash bani hu, Me Dharti se Aabh bani hu".



**Gayathri S:**  
**Senior Manager** -  
**Service Excellence Terrier**

My journey with Quess over the past six years has been transformative, filled with opportunities that have driven both my personal and professional growth. The leadership team's unwavering support and commitment to inclusiveness have created a culture where every voice is heard and valued.

As it's often said, 'The trail is the thing, not the end of the trail.' These years at Quess have been fulfilling and fruitful. I've been exposed to new challenges that pushed me to evolve and inspired me to contribute more effectively to our shared vision and goals.

Quess encourages innovation and empowers every team member to make a significant impact. The focus on nurturing talent and fostering collaboration has made this a dynamic and supportive workplace. I'm deeply grateful for the inclusive culture and the leadership's constant support, which have made my journey incredibly rewarding.



**Ravi Kumar Keshwani** -  
**Quess Staffing Solutions**

I've been with Quess for seven years, and the journey has been incredible. Coming from Allahabad, UP, with a family of four—my father working as a security guard, my mother a homemaker, and my brother pursuing BCom from Delhi University—I started as a Process Executive without much knowledge. Today, I'm proud to lead a team of over 15,000 people in payroll and audit operations. Quess has always provided timely salaries, medical insurance, ESIC, and PF benefits, which have been immensely helpful.

What I admire most is Quess's supportive and encouraging management. They promote based on ability and hard work, which really motivates us to excel. This environment has helped me grow both personally and professionally. I'm excited to continue my journey with Quess for many more years.

# Diversity & Inclusion

At Qess, our Diversity and Inclusion (D&I) strategy is deeply intertwined with our company culture, purpose, and values. We are committed to fostering an inclusive environment where every individual feels valued and empowered to contribute to our collective success. Our approach to D&I is built on recognizing individual biases, developing inclusive behaviors, and building a company culture that truly works for everyone.

We believe that understanding and addressing systemic biases—both at the individual and institutional levels—is crucial to creating an inclusive culture. This is why we actively design, deliver, and scale programs that help our employees identify and mitigate biases, fostering an environment where everyone can thrive.

## Commitment to Equal Opportunity

As a fair and unbiased organization, Qess has always prioritized equal opportunity for all. Our commitment to gender diversity is evident in our workforce, where over 100,000+ women professionals make up 38% in core and 18% associates of our team. We also take pride in

our efforts to provide employment opportunities to transgender professionals, ensuring that our workforce reflects the diverse society we serve.

In addition to gender diversity, we are proud to support veterans, recognizing the unique skills

and work ethic they bring to our organization. We currently have over 895 veterans as valued members of our team. Furthermore, we are dedicated to creating opportunities for specially abled individuals, with more than 500+ such employees contributing to our workforce.



## Building a Culture of Belonging

At Qess, we understand that diversity extends beyond numbers; it is about creating a culture where differences are celebrated, and every voice is heard. We are committed to strengthening D&I through an enabling environment, supportive work-life policies, and a culture that fosters a sense of belonging for all.

At Qess, we understand that diversity extends beyond numbers; it is about creating a culture where differences are celebrated, and every voice is heard. We are committed to strengthening D&I through an enabling environment, supportive work-life policies, and a culture that fosters a sense of belonging for all. Our workforce comprises individuals from various generations and cultural backgrounds, all working harmoniously towards achieving our shared goals.

As we move forward, Qess remains steadfast in our commitment to advancing diversity in all its forms. Through the implementation of our Equal Opportunity policy, we continue to strive for an actively inclusive workplace that values diverse perspectives and cultivates collaboration among our diverse workgroups.

Together, we believe that by embracing diversity, we can create a meaningful and lasting impact on our organization, our clients, and the world.



### DEI Week:

Qess has always focused on Diversity, not just at the hiring level, but also to develop and provide growth opportunities to employees with diverse backgrounds. We celebrated the DEI Week from 4th - 8th Mar '24. We started off with the launch on the 4th Mar '24 and then a masterclass on understanding DEI from Ms. Soni Bhattacharya CEO The Painted Sky. In the week we also had our Senior Leaders share their Allyship stories at Qess. We had Ms. Smita Mave Engineering Leader from Google, talk about Leading with Purpose through her journey. We then had some of our high achiever women leaders, Savita Patnekar, Rajshree IV & Divya Seth (Jombay 1000 Women Leader 10% award winning Leader), inspire the

employees through their journey. We conducted the globally renowned #IamRemarkable session by our talent development & learning head Rohan Nabar. The last day had our leaders who scaled the Everest base camp Triparna Samaddar & Iris Clifton share their experiences.

We closed with a wonderful and inspiring speech by Lohit Bhatia, the President of our Workforce Management Platform Celebrating our Women Employees and Inspiring all of us to play our part in creating a Diverse Organization

# Diversity & Inclusion

## Engagement with CREW Leaders

**Personalised D&I Conversations:** We facilitate individualized discussions between employees and their local CREW Leaders, specifically tailored to address personal D&I concerns and needs.

**CREW Connect:** These are interactive support sessions held biannually

for women employees, focusing on collective discussions around challenges, progress, and insights into DEI at foundit.

In 2023, we saw significant participation, with 304 women engaging across various locations globally, achieving a remarkable

engagement score of 4.7/5. This initiative underscored the effectiveness of our approach, leading to the identification of three pivotal interventions directly from employee feedback.

## Embrace Forum

The Embrace Forum stands as a structured platform for all employees to discuss D&I related matters. It underscores our commitment to maintaining confidentiality and ensuring a safe environment for sharing insights and concerns. Employees are encouraged to reach out to CREW members for assistance.

### EMBRACE Interventions and Support

At foundit, we prioritise creating an inclusive workplace with policies tailored to women's needs, focusing on safety and flexibility to balance work and personal life. This approach enhances women's experiences, driving productivity and setting a standard for a supportive, equitable work environment.

In response to the constructive feedback received through CREW Connect sessions in 2023, foundit launched key initiatives aimed at enhancing the work environment in alignment with the expressed needs of our women employees:

- **Workplace Flexibility:** Recognizing the high demand for work-from-home options, we officially introduced workplace flexibility in June 2023. Decisions on such requests are pragmatically made by line managers, considering factors such as employee tenure, performance, and behaviour.
- **Workplace Mobility:** To ease commuting stress, we implemented carpooling initiatives, reflecting our responsive approach to employee-driven suggestions.

- **Workplace Assistance:** By partnering with top-tier childcare providers, we offer accessible and reliable solutions to working parents, ensuring their needs are directly aligned with our provisions.

### PRIDE Event

The initiative celebrates diversity and fosters a culture of acceptance, engaging all employees in PRIDE activities irrespective of their sexual orientation or gender identity.

A highlight was the engagement with industry experts who discussed overcoming common workplace challenges and enhancing inclusivity. The event achieved full attendance and an employee satisfaction score of 4.60, reflecting its positive reception and impact.

## Triumph

Triumph is a groundbreaking event that connects women, LGBTQIA+ professionals and Persons with Disabilities (PwD), with inclusive workplaces. The D&I Virtual Career Fair is an important milestone in workplace diversity and inclusion, and offers professionals access to premier positions across IT, ITES, BPO, BFSI, Sales, HR and Admin sectors.

Understanding the unique complexities and legal frameworks of each region, Triumph adapts its approach to inclusivity. While celebrating all aspects of diversity, we conscientiously navigate local sensitivities with respect and awareness, ensuring an environment that's welcoming for every participant.

A D&I Virtual Career Fair like Triumph underscores the need for inclusive hiring practices and equitable workplaces. Each registration, application, and job posting brings us closer to an inclusive future, where diversity is not just embraced but celebrated.

Southeast Asia (Malaysia, The Philippines and Singapore): Triumph



saw 50,000 registrations, 20,000 unique applications, 250+ jobs, and 10 top companies participating,

India: Triumph broke new ground with 150,000 registrations, 66,000+ applications, and 509 job postings, establishing Triumph as India's largest virtual career fair for diversity hiring.

**To Be New Momz-IT RECRUITERS”:**

Noticing a trend in which pregnant women/ new mothers drop out of the workforce to take care of the infant at home, Quess WFM created a unique proposition for such employees. We extended support to expectant and new mothers who wish to work, by offering them the option of taking up the role of IT recruiters. An option accessible to Quessians and external women audiences, the role offers flexible working hours and work-from-home options, thereby ensuring that they do not drop out of the workforce.

This initiative went a long way in reducing attrition among women employees and encouraged retention. Women employees can also develop recruitment skills while earning an income.

**Return to Work Program:** We recognize the unique challenges faced by women, especially new mothers, in balancing work and family responsibilities. To address this, Quess has implemented the “Return to Work” program,

designed to support professionals returning from maternity leave. The initiative offers flexible work options, mentorship, in-job training, and a warm welcome back, contributing to a smoother transition.

**Gender Sensitization:** This initiative at Quess involves a mandatory online training module on our e-learning platform. It aims to eliminate unconscious biases among employees. The training comprehensively covers the nature and impact of unconscious gender biases, strategies to shift mindsets, situational plays to mitigate biases, and best practices to foster gender-bias-free teams.

One positive impact is reflected in our OXI meter Survey, where 91% of Quessians believe “Quess is committed to fostering a diverse and inclusive workplace.”

**QWEEN 3.0:** Quess remains dedicated to creating a women-friendly workplace, ensuring that all our employees, regardless of gender, can thrive and achieve their

full potential In our continuous effort to empower women, we have revamped QWEEN (Quess Women Empowerment and Engagement Network) into QWEEN 3.0. This initiative focuses on the following areas of empowerment:

- Psychological Empowerment – strengthening oneself from within, focus on mental and physical health, building confidence levels
- Economic Empowerment – understanding finance – managing personal finance and understanding Business Finance from a Business/ Organisational standpoint
- Educational Empowerment – development of women through short-term and long-term education programmes/ learning interventions
- Social or Societal Empowerment – helping women outside of the organisation, in partnership with the CSR team



# Nurturing Work Environment

Quess Corp continues to earn recognition for its commitment to creating a positive and empowering work environment. We are proud to have been ranked 32 by Great Place to Work, a testament to our dedication to fostering a culture of trust, collaboration, and employee satisfaction. For the fifth consecutive year, we have been certified as a Great Place to Work®, reflecting our consistent efforts to maintain a supportive and inclusive workplace.

In addition to this prestigious certification, we have been honoured as a leadership factory of India by the Great Manager Institute, highlighting our focus on nurturing and developing future leaders within the organization. Moreover, we have been ranked among India's top 40 workplaces for health and wellness by Great Place to Work, underscoring our commitment to the well-being of our employees. These accolades reflect our unwavering commitment to excellence in all aspects of our employee experience.



## India's Best Workplaces in Health & Wellness



# Learning and Development

At Qess Corp, we understand the challenges posed by the rapidly evolving digital landscape, where the demand for up-to-date human skills and domain knowledge is ever-present. To address these challenges, we are committed to fostering a culture of continuous learning and professional growth. We believe that by equipping our employees with the necessary tools and opportunities for development, they can acquire the skills and knowledge essential for excelling in their roles and adapting to industry changes.

Our dedication to learning extends beyond traditional training methods. We are investing in innovative and future-proof learning delivery models that incorporate digital, interactive, and self-directed training content. This ensures that our employees have access to cutting-edge learning experiences that are flexible, engaging, and tailored to the demands of the modern digital environment. By continually strengthening competencies across the organization, we empower our workforce to thrive in their careers and contribute to Qess Corp's success in a dynamic world.

## Learning and Development Programs

At Qess Corp, we recognize the importance of continuous professional development throughout every stage of our employees' careers. To support this, we have established a series of targeted career programs designed to cultivate the skills, knowledge, and leadership qualities necessary for success and growth.

### Senior Leadership

Crucible is journey-based Senior Leadership Development programme which focuses on building leaders in areas of –Self and Relationship with People they work with, Business & Finance Skills. The programme gives participants the opportunity to implement learning in a real environment through them – based live project which is carried out in the organization.

### Middle level

Catalyst: Designed exclusively for Deputy General Managers this programme that aims at:

- Creating a set of future ready leaders who put customers' interest first ensuring top quality service
- Enabling DGMs drive improvements in business
- Creating a set of future ready leaders who epitomize organization's values and processes to drive greater integrity

GROW and 1000 Women Leaders Our Women in Leadership Programme aims at helping women



leaders lead with authenticity, by anchoring their leadership journey with a leadership identity that they derive the greatest meaning and fulfilment from.

LEAP is a programme for High Potential People Managers (L4 –L5) to help develop next-generation leaders by providing first-hand experiences outlined to advance interdependent thinking and drawing in senior leaders to assist in programme rollout and success of young leaders . Leap will also

serve as a feeder into other larger gateway programmes such as Catalyst and Crucible.

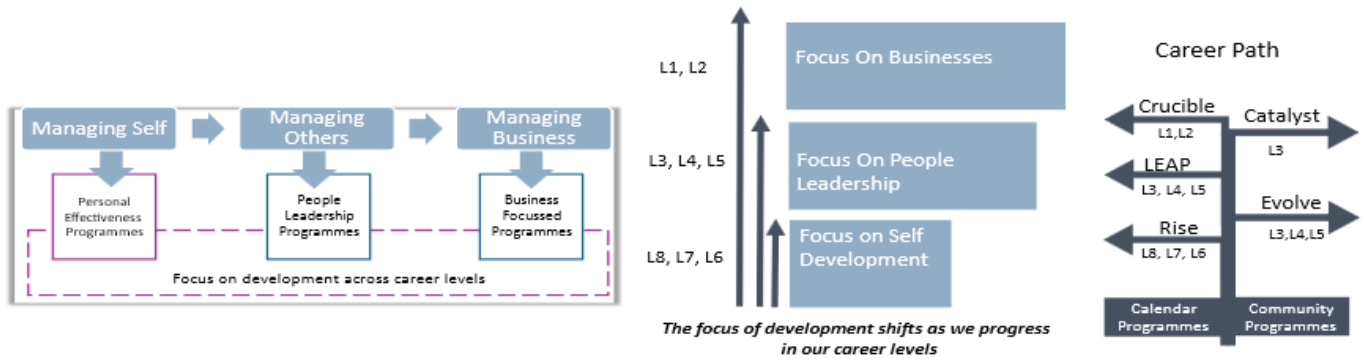
### First time people manager

Evolve: Most First Time Managers are often overwhelmed with the transition of moving from an individual contributor role to leading a team. The objective of this program is to equip them with skills and knowledge that would enable them to manage their team and the business effectively

# Learning and Development

**Foundational Level:** Our foundational-level training program focuses on enhancing personal effectiveness and communication skills. It equips our learners with tools for time management, self-awareness, and interpersonal communication to foster professional growth. The training aims to build a strong foundation for career success by improving collaboration and clarity in communication.

- We registered 2,07,976.8 Learning hours completed in FY 23-24.
- This was accomplished by creating a people-first learning culture. This was done through:
  - i. Launch of new digital modules in the system
  - ii. Reintroducing Instructor Led Session: Co-creation of Training Content, institutionalizing leaders as teachers approach, Content for fundamental Skill Sessions co-created with the Business TD SPOCS (designed and delivered internally)
  - iii. Automation of Session Invites, Post session Assessment & Learning Impact form & Session feedback automated through WAFERS
  - iv. Monthly updates to People Managers on the status of their team members



## 43.25 Hrs Average Training Given to employees in FY24

**Integrity Week:** A dedicated week to emphasize the importance of ethical behavior and transparency across the organization. Through workshops and discussions, employees are encouraged to uphold the highest standards of honesty and integrity in all their actions.

### Integrity Week at a Glimpse



- Integrity Week – 5276.75 hours of Learning Covered
- Leading with Integrity Session – Chaired by Ruchi A.: Interview – Ajit I., Guruprasad S., Sekhar G., Lohit B., Kamal H. (31 Leaders attended in all)
- Managing with Integrity Sessions – Platform Presidents + BHR Head (1182 hours covered)
- Open Sessions (3 Nos.): Anendu D. Interviewed by Rohan N. (235 hours covered)
- E-learning module on Working with integrity module + pledge (3398 hours covered)



**Career Week:** A week-long series of events focused on career development and growth opportunities. Employees can explore skills and mindsets needed to take up larger roles with the organization, participate in development sessions, and gain insights into advancing their professional journeys within the organization.



**Learning Week:** An immersive week designed to foster a culture of continuous learning and development. Employees are invited to engage in various training sessions, workshops, and knowledge-sharing activities to enhance their skills and expand their professional horizons.



## Annual Mandatory Compliance Training for Core Employees

At Quess Corp, ensuring adherence to compliance standards is a top priority. To reinforce this commitment, we have implemented a comprehensive range of mandatory compliance training programs designed to uphold our core values and maintain the highest ethical standards across the organization. These programs include key modules on Prevention of Sexual Harassment (POSH), Code of Business Ethics (COBE), Environmental, Social, and Governance (ESG), Information Security, Data Privacy, Human Rights, and Health, Safety, and Environment (HSE).

Each of these self-paced digital training modules was delivered through our online platforms, WAFERS and WorQ, ensuring flexibility and accessibility for all employees. With a strong focus on embedding a culture of compliance and ethical responsibility, we achieved an impressive 99.8% completion rate across the company. This accomplishment underscores our unwavering commitment to fostering a safe, ethical, and compliant workplace for all our employees.

# 99.8%

Employees completed statutory trainings (including SEBI-BRSR)

# Employee Lifecycle Management

At Qess, we recognize that Employee Lifecycle Management is essential to driving growth and ensuring sustainable success. Our approach focuses on addressing the diverse needs of employees at every stage of their journey, from recruitment and onboarding to development, retention, and eventual transition.

We are committed to fostering a positive culture and world-class work environment that supports personal and professional fulfillment. By understanding employees' unique motivations and aligning opportunities with their aspirations, we enhance morale, productivity, and retention, making employee satisfaction the cornerstone of our success.



## New Talent Hiring

Our employees are our greatest strength, and we strive to build exceptional teams from diverse backgrounds to drive success.

At Qess, our Employee Value Proposition (EVP) is developed through a unique, democratic process that resonates with the voice of Qessians. Attracting and retaining exceptional employees is paramount to our ongoing success. To further enhance our appeal to prospective candidates, we

continuously implement measures to strengthen our employer brand.

Throughout the year, we successfully inducted **1556 new core employees**, including individuals in senior management roles. Leveraging cutting-edge technology, we engaged with candidates effectively, ensuring a seamless recruitment process. Our comprehensive onboarding sessions—both virtual and physical—provide new hires with the necessary tools

and resources to be productive from day one. This approach ensures that employees quickly integrate into their roles and begin contributing to our collective goals.

# 1556

New core employees  
Hired in FY24

## Performance Management

Over the years, Qess has cultivated a robust performance culture that focuses on identifying top performers based on set performance standards rather than relative comparisons. This approach enables us to recognize excellence through well-defined, relevant goals in par with business objectives, continuous feedback, and a strong emphasis on employee development.

Our performance management is supported by a structured review and assessment process. Continuous feedback is a cornerstone of this system, with regular reviews providing a comprehensive, ratings-based evaluation of each employee's performance. Performance conversations between employees and managers are a routine part of our continuous performance process, fostering open communication and real-time feedback for immediate improvements.

Managers play a key role by offering coaching and mentorship, helping employees set clear career aspirations and reach them in a structured manner. Employees are encouraged to take up training and development opportunities to further enhance their skills. At the end of each performance cycle, employees receive a performance rating that reflects their overall contributions and growth.

## 94% Employees receiving Performance & Career Development Review

**Code of Conduct:** The Code of Conduct policy at Qess Corp sets clear behavioural expectations for all employees across the company and its subsidiaries. It underscores the importance of maintaining respectful and collaborative workplace interactions, ensuring compliance with laws and ethical standards, and safeguarding company property. Employees are also expected to adhere to dress code guidelines and avoid any conflicts of interest.

The policy further outlines employees' responsibilities regarding their job

duties, confidentiality of sensitive information, punctuality, and teamwork. It also emphasizes the appropriate use of company facilities and benefits, ensuring that all personnel contribute to a professional and ethical work environment.

**Enhanced Employee Benefits:**

We prioritize the well-being of our employees by offering a range of facilities and benefits. Apart from the compliance requirements such as provident fund (PF), gratuity, and Employee State Insurance (ESI), we provide comprehensive health insurance

coverage, ensuring that employees have access to quality healthcare services. Additionally, Group Personal Accident (GPA) insurance is provided to safeguard employees in unforeseen events. Group Term Life Insurance (GTLI) is provided to employees in case of death. Maternity benefits are available to support expecting mothers during their pregnancy and postpartum period, while paternity benefits are offered to support new fathers. Doctor Teleconsultation Benefit is given to employee and 5 dependents. To prioritize Mental Health, we offer Unlimited Consultations to Employee and 2 Family Members.



### Workplace Acknowledgment

At Qess Corp, we recognize that workplace acknowledgment serves as a powerful motivator, instilling a sense of value and purpose in the work employees do. It has been shown to be a catalyst for revitalizing employees, enabling them to exceed expectations.

With the intent to cultivate a culture of recognition and fostering a positive and motivating work environment, we celebrate both small wins and major achievements through our Quarterly Rewards & Recognition (R&R) program. This initiative aims to highlight outstanding achievement, celebrate exceptional contributions and acknowledge the hard work of our employees.

Additionally, our flagship event, Sangam, held annually between October and November, offers a platform to honour exceptional contributions. Major award categories include Long Service Awards, Chairman's Awards, and Global Awards, among others.

We also recognize the unique impact of non-monetary appreciation, which plays a pivotal role in boosting employee morale and engagement. As we continue to drive this culture of appreciation, we are exploring innovative and inclusive ways to ensure that recognition is accessible, meaningful, and celebrated by all employees across the organization.

# Occupational Health and Safety

Quesc Corp Limited is fully committed to providing a safe and healthy work environment for all employees, customers, and visitors. As part of this commitment, we have implemented robust measures to prioritize Occupational Health and Safety (OHS) across all our operations.

To ensure a comfortable and safe working environment, suitable and sufficient lighting is provided in all work areas. We maintain strict waste management protocols to promote cleanliness, ensure responsible disposal of waste, and eliminate workplace hazards. Additionally, we have launched

a Safety Incident Management Tool on the WorQ app, enabling associates to report and track safety-related incidents in real-time.

Regular fire safety drills are conducted, and appropriate equipment, such as fire extinguishers and smoke detectors, are provided to prepare employees for emergencies. Our approach to safety is governed by a Health and Safety Management System that aligns with ISO 45001 standards, certified by an independent third-party body.

Our comprehensive Occupational Health, Safety, and Environment

Conservation Policy ensures the effective implementation of safety practices to prevent workplace accidents. The policy outlines our approach to maintaining a secure work environment through the development of safety standards, rigorous training programs, and a continuous commitment to improvement by adopting industry best practices.

Our dedication to health and safety reflects our responsibility for the well-being of our employees and stakeholders, ensuring that safety remains at the core of our operational priorities.



# Digitizing Job Discovery

As the world embraces digitization, the process of job discovery is undergoing rapid transformation. At Qess Corp, we are proud to be at the forefront of this evolution, leveraging cutting-edge technologies through our **Qjobs** and **Foundit** platforms to enhance the efficiency, convenience, and effectiveness of the job search.



**Qjobs:** Designed to address the unique challenges in hiring, managing, and engaging the blue-collar workforce, Qjobs offers a comprehensive tech solution for large and mid-sized companies. The platform streamlines workforce hiring, management, and engagement, making it easier for businesses to build and sustain a skilled workforce.



**Foundit:** A leading job portal in **India, Southeast Asia, and the Middle East**, Foundit bridges the gap between job seekers and employers by providing end-to-end online employment solutions. Foundit has successfully launched its disruptive AI-powered product, **Foundit 2.0**, revolutionizing job discovery for the SEA and Asian markets.

Through these platforms, we are shaping the future of job discovery, making it more accessible and seamless for both employers and job seekers in an increasingly digital world.

**6.5** million  
Job-seekers on Qjobs

**4.5** million  
Candidate-recruiter interactions

**23** million  
Job applications

**21** million  
6-month active seekers



# Employee Engagement

## Nikki – AI-powered Chatbot

At Qess Corp, we prioritize meaningful employee engagement through innovative solutions like Nikki, our AI-powered Chief Listening Officer. Nikki is designed to engage with employees at regular intervals, particularly focusing on new joiners, to gauge their sentiments and ensure a smooth onboarding experience.

Nikki connects with new employees on their 7th, 30th, 60th, and 90th days to gather insights and feedback, generating real-time dashboards and analytics based on interactions with HR Business Partners (HRBP), managers, and platform business teams. This AI-driven tool conducts a sentiment analysis of employee conversations to understand their engagement and satisfaction levels.

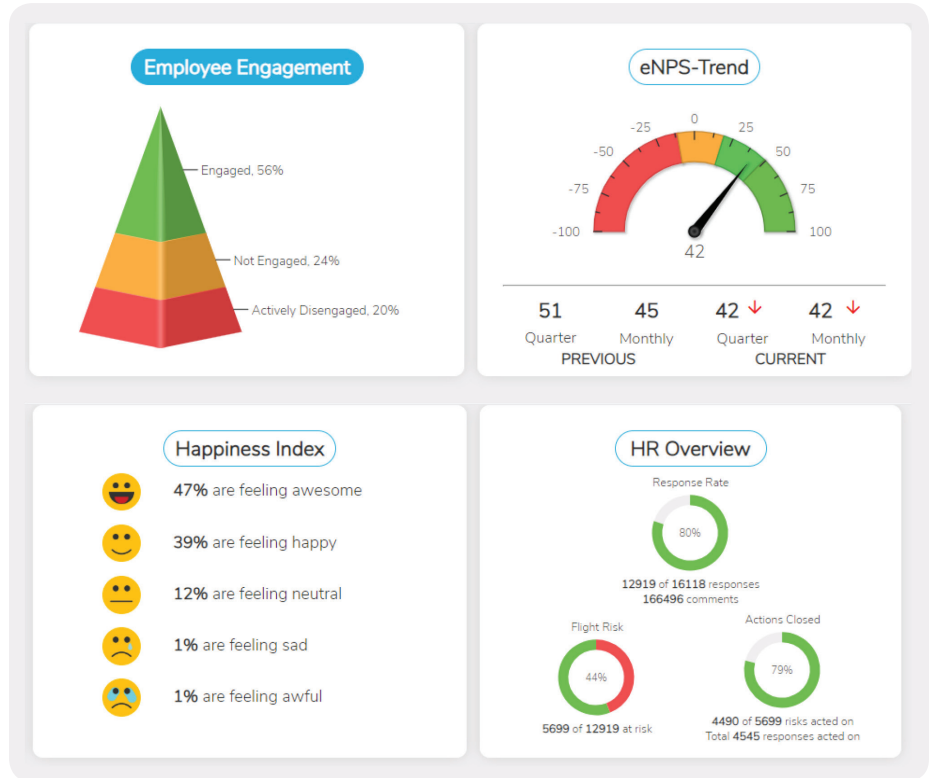
We rolled out Nikki to our entire workforce, customizing interactions for different employee groups across various levels (L8 to L6, L5 to L3, L2 & above). This initiative has yielded impressive results, including:

- A response rate of 93%
- An Employee Engagement Score of 4.23 out of 5
- 7,598 interactions with Nikki
- An Employee Net Promoter Score (ENPS) of 42 out of 100

Through Nikki, we continue to enhance employee engagement by listening to and addressing the needs of our workforce in real time, fostering a culture of openness and continuous improvement.

## Fun Friday:

At Qess Corp, employee well-being and engagement are paramount. As part of our ongoing efforts to foster a vibrant and inclusive workplace culture, we have introduced Fun Friday Activities, affectionately known as Happy Hours. These



weekly events are designed to offer employees a break from their routine, helping them relax, recharge, and build meaningful connections with colleagues.

Happy Hours feature a wide range of interactive activities, including team-building exercises, trivia games, quiz contests, talent show case. These events create opportunities for employees to unwind, nurture creativity, and strengthen relationships across teams, thereby contributing to higher morale and a more collaborative work environment.

By incorporating Fun Friday Activities into our employee engagement strategy, Qess Corp reaffirms its commitment to fostering a workplace where employees feel valued, motivated, and inspired to perform at their best.

## Festival Celebrations

At Qess Corp, we celebrate the diverse cultural heritage of

our workforce through vibrant festival celebrations that foster a sense of belonging, unity, and joy. Our commitment to inclusivity is reflected in the wide range of festivals we observe, honoring the various traditions and cultures represented within our employee community.

These celebrations are designed to bring employees together, creating opportunities for cultural exchange and shared experiences. Whether it's Independent Day, Diwali, Christmas, Pongal, Onam, & other regional festivals, Qess ensures that these moments are celebrated with enthusiasm and inclusiveness. The events include themed office décor, festive meals, traditional attire days, team activities, and cultural performances, providing employees a chance to connect on a personal level and appreciate the rich diversity within our company.

By embracing the spirit of these celebrations, Qess strengthens employee engagement, nurtures a



sense of community, and cultivates a workplace that values and respects cultural differences. Festival celebrations at Qess not only enhance team cohesion but also contribute to the overall happiness and well-being of our employees.

**Physical Well-being:**

We offer a range of services and programs to support the physical health of our employees, including online doctor consultations, access to our on-site gym facilities, regular health check-ups, and specialized wellness leaves that include happiness, stress, and unlimited leave options to ensure work-life balance.

**Emotional Well-being:**

To address emotional health, we provide emotional and stress management webinars, offering guidance on handling stress, improving mental resilience, and fostering emotional balance in both personal and professional life.

**Intellectual Well-being:**

We emphasize continuous learning and development, offering 40 hours of learning opportunities annually. Our Gateways programs, dedicated Learning Weeks, and tailored initiatives like Rise, Evolve, Crucible, and Catalyst focus on personal and professional growth, enabling employees to stay intellectually engaged and future-ready.

**Spiritual Well-being:**

We encourage employees to experience the joy of giving back to the community as a form of spiritual fulfilment. Through various community engagement initiatives, Qess promotes a sense of purpose and belonging that contributes to employees' overall spiritual well-being.

Our comprehensive approach to health and wellness is designed to ensure that every Qess employee feels supported, empowered, and inspired to excel, both inside and outside the workplace..



# Sangam Event

In a heartwarming display of its employee-centric culture, Qess hosted its annual Sangam event, a celebration dedicated to recognizing and rewarding its incredible workforce. This year's theme, "This year we celebrate everything that makes us unique, resonated throughout the spectacular event, which not only honored achievements and long-serving employees but also brought together the global Qess family for an unforgettable evening of entertainment, delicious food, and togetherness.



## Celebrating our employees Globally!!

The event was a spectacular blend of games, music and delectable cuisine, ensuring it was a highlight for employees and their families alike. Our teams curated a lineup of talented singers, dancers, and employees showcasing their unique skills on stage.

The presence of our leaders who have contributed significantly to Qess's success added to the event's excitement.

## An event with Purpose - Circular Economy

In line with our company's commitment to sustainability, attendees brought in unused books, clothes, household materials, and recyclable items. These items were sold, and the proceeds were directed to the Qess Foundation, supporting our ongoing efforts to make a positive impact. This event exemplified our dedication to adopting sustainable practices, reflecting our core values as a company.

## Diversity - A core concept of Uniqueness

Qess's commitment to inclusion and diversity took center stage at Sangam. A captivating fashion show saw leadership not only endorsing this core value, but actively participating alongside employees. This unique display solidified Qess's dedication to fostering a workplace where everyone feels valued and empowered to express their individuality.

Sangam reached its pinnacle with families immersed in joy, complemented by the heartfelt awards and recognition bestowed upon our employees for their exceptional achievements. This dual celebration not only heightened the happiness among attendees but also sparked a deep sense of pride and delight, evident in the radiant expressions of all present—a truly remarkable and unforgettable sight that resonated throughout the event.

# Employee Support Beyond Compensation

At Qess Corp, we believe in providing a range of non-compensation benefits that support the well-being, personal growth, and life balance of our employees. These benefits go beyond financial rewards, focusing on holistic support to ensure that every Qessian feels cared for and empowered.

## STHREE-WFH:

As a special initiative for our women employees, we offer the option of working from home one day a month to help manage stressful periods and ensure work-life balance.

## Wellness Leave:

In addition to regular leaves, all Qessians receive two days of wellness leave annually, designed to help employees relax, de-stress, and recuperate from the demands of work.

## Happiness Leave:

Each Qessian is granted one day of happiness leave to celebrate special occasions, such as a birthday or anniversary, with their loved ones.

## DocOnline:

Qessians have access to free, unlimited doctor consultations for themselves and their dependents through the DocOnline platform, ensuring timely medical support and peace of mind.

## Your Dost:

Qess has partnered with providers like Your Dost and insurance companies to offer additional benefits, including financial planning, mental health support, and comprehensive insurance coverage for medical and non-medical needs.

## Parental Leave for Board Exams:

This initiative allows Qess parents to take additional time off to support



**India's Largest Benefits and Engagement Platform for Blue and Grey Collar Workforce**

At Qess Corp, we are committed to enhancing the lives of our associates and empowering them with the tools and resources needed for holistic well-being. Our Dash program, India's largest benefits and engagement platform for the blue and grey collar workforce, offers a comprehensive range of benefits designed to foster a healthy work-life balance and improve overall quality of life.

**Dash Employee Benefits Program**

The Dash platform extends a variety of tailored benefits to our associates, including:

- Access to Healthcare Services:** Affordable and accessible healthcare options to support physical and mental well-being.
- Lifestyle Discounts:** Special deals and discounts on lifestyle products and services to enhance daily living.

**Exclusive Offers:** Unique deals on products and services to create additional value for our workforce.

Dash underscores our commitment to creating a supportive ecosystem for our employees, enabling them to thrive both professionally and personally.

**Expanding Horizons Through External Business & Partnerships**

To amplify the impact of Dash, BCPL has forged strategic partnerships with external companies such as HRMS providers and Expense Management firms. These collaborations integrate Dash as a benefits platform, enabling access to its diverse offerings for clients and employees of partner organizations.

Through these partnerships, Dash serves as a bridge to a wide array of products and services, creating a robust benefits ecosystem that extends beyond our organization.

With Dash, Qess Corp continues to lead the way in delivering innovative, inclusive, and impactful employee engagement solutions, empowering India's blue and grey collar workforce.

172	8	76.3
K	Times	Creore
Monthly Active Users	Visits Per User Per Month	Annual Gross Transaction Value (GTV) Run Rate (₹)

their children during preparation for board exams, ensuring they can be present for this critical phase in their children's education.

## Webinars and Finance Sessions:

Employees benefit from finance talks and webinars conducted by experts, which have been highly effective, reaching over 90% of our workforce and contributing to better financial literacy and planning.

## Women Safety Policy:

Qess is committed to fostering a safe workplace for women,

promoting their participation and well-being. Our safety guidelines cover physical, environmental, organizational, and educational aspects, ensuring a comprehensive approach to women's safety at work.

These non-compensation benefits reflect our commitment to creating a nurturing and supportive work environment, where employees are valued not just for their professional contributions but as individuals with diverse needs. This spirit of care has positively impacted our workforce, particularly women, contributing to higher engagement, satisfaction, and retention.

# Our Customers

## Customer Service Policy

At Qess Corp, we have developed a comprehensive Customer Service Policy to ensure that we effectively support our customers in every interaction. This policy serves as a framework that provides clear guidelines and practical examples for all Qess employees, whether they directly or indirectly engage with customers. Our commitment is to consistently deliver outstanding customer experiences and ensure the success of our clients.

To achieve this, we focus on attracting top talent and minimizing employee turnover through retention plans and regular engagement initiatives. We also conduct continuous feedback sessions and provide targeted training to equip our employees with the necessary skills to enhance customer interactions.

## Website Correspondence:

For customers or individuals who encounter issues with our services or platforms, support is readily available through our "Contact Us" page. Customers can reach out by completing a form or sending an email. Once received, the appropriate team creates a support ticket and assigns a dedicated executive to address the issue. This executive guides the client through the resolution process, ensuring swift and effective solutions. After resolving the issue, we provide a ticket status update and request feedback to enhance the quality of our services.

## Toll-Free Grievance Redressal:

Qess Corp offers 24/7 support through our toll-free number (1800 572 3333), which is prominently displayed on our website. This service is managed by our Unified Help Desk (UHD) team, where all

interactions are tracked through a ticketing system. Each ticket is assigned to a qualified business executive who takes full ownership of the case and works toward its resolution.

## Whistleblower Policy:

Our Whistleblower Policy provides a secure and confidential channel for stakeholders to report any concerns about unethical or improper practices. Individuals can report concerns anonymously and are legally protected from retaliation. All reports are thoroughly investigated, and appropriate action is taken if necessary. This policy reinforces our commitment to ethical business conduct and ensures a safe environment for raising concerns.

## Safety and Wellbeing:

At Terrier Security Solutions, a subsidiary of Qess Corp, safety and wellbeing are of paramount importance. As a global leader in integrated security services, we offer customized solutions to safeguard businesses across various industries. With operations in 19 Indian states and union territories, we secure over 2,000 customer facilities. Using advanced technologies such as analytics and machine learning, we deliver impactful, cost-effective security solutions that drive tangible results.

## ESG Beyond Organizational Boundaries:

To align with our ESG framework, Qess extends its commitment to sustainability to our vendors. We require all new vendors to adhere to our ESG values and code of conduct during the onboarding process. In FY24, we onboarded 93% ESG-compliant vendors, with a goal of achieving 100% compliance by 2025. Additionally, we actively support local businesses, sourcing 14.78% of

our materials from MSMEs, fostering economic growth and empowering communities.

## Customer Engagement on ESG

Qess Corp is an inherently ESG-centric company, and our customer engagement reflects this across all platforms. Our focus on sustainable practices drives the positive impact we aim to create for our clients and stakeholders alike.

## Workforce Management

Qess Corp is a global leader in workforce management services, providing comprehensive Human Resource Outsourcing (HRO) solutions that cater to the dynamic needs of businesses. Our services include tailored staffing solutions, expert talent acquisition, recruitment and search services, payroll compliance, training and skill development, and efficient manpower management.

## Staffing Solutions

Qess Staffing Solutions began with the vision of bridging the gap between human potential and thriving businesses. Today, we have grown into a technology-driven organization offering a wide array of human resource solutions to meet the ever-evolving needs of our clients. In FY24, Qess achieved impressive growth with over 56,000 new hires, expanding our diverse workforce to over 567,000 employees. This growth highlights our commitment to empowering individuals while driving economic development in India. With a presence across 6,300 towns and cities, we deploy 36% of our workforce in Tier 3 and below towns, 35% in Tier 1 cities, and 29% in Tier 2 cities. This distribution reflects robust job creation in diverse

sectors such as BFSI, Manufacturing, and Retail, fostering growth in even the most remote regions of the country. Qess Staffing Solutions works closely with our clients to address both present and future talent needs, ensuring business growth by identifying and placing skilled individuals across various industries, including Retail, Telecom, FMCG, E-commerce, Healthcare, and Education.

### Operating Asset Management

Qess seamlessly manages end-to-end non-core operational requirements for businesses. From facility management, security services, and food services to complex domains like ERP, industrial, and cellular services, we provide expert solutions that help our clients focus on their core operations.

### Integrated Facility Management Services

As a leading provider of integrated facility management solutions, Qess focuses on delivering cost-effective and customized services that ensure safe, productive, and clean workplaces. We actively explore strategies to reduce water and electricity consumption at client-managed sites and implement robust standard operating procedures (SOPs) to deliver services efficiently. By leveraging advanced computerized maintenance management systems and diagnostic maintenance techniques, we optimize facility lifecycles and operational efficiency. Our landscaping services also contribute to the preservation and enrichment of the natural environment, maintaining over 9.8 million sq. ft. of green spaces to promote biodiversity and mitigate the urban heat island effect.

### Industrial Services

Sustainability is at the core of Qess' asset management services. We prioritize environmental, social, and governance (ESG) principles to minimize maintenance costs, optimize plant availability, and enhance asset performance. Our services include preventive maintenance, asset life extension, and performance-based asset management for utilities within plants. We also support our clients in day-to-day operations, plant performance monitoring, technology evaluation, and energy and subcontractor management. Our commitment to ESG principles ensures responsible resource utilization, safety, and compliance with environmental standards, helping clients achieve their sustainability goals and maximize operational efficiency.

### Global Technology Solutions

Qess Global Technology Solutions offers an expansive portfolio that includes Contract Lifecycle Management (CLM), Business Process Outsourcing (BPO), After-Sales Services, HR Outsourcing & Consulting, Digital Transformation Services, Business Consulting, and IT Consulting. These solutions are designed to drive operational excellence, digital transformation, and innovative problem-solving for businesses around the world.

### Product Led Business:

At Qess Corp, we leverage digital platforms to enhance operational efficiency, drive productivity, and optimize critical business processes. Our comprehensive technology solutions are tailored for large and mid-size companies, helping them accelerate workforce hiring, management, engagement, and address non-compensation benefit needs.

### foundit.in

A leading job portal across India, South East Asia, and the Middle East, foundit.in serves as a talent marketplace that bridges the gap between job seekers and employers. Offering end-to-end online employment solutions, we provide an extensive range of services for both job seekers and recruiters. In FY24, we successfully launched the disruptive AI-powered platform, foundit 2.0, targeting the South East Asian and Asian markets. Formerly known as Monster, foundit has evolved from a traditional job board into a global provider of comprehensive career solutions. With over two decades of experience, we understand the unique needs of job seekers and know when recruiters are searching for talent like yours, making career connections more efficient and meaningful.

### WorQ

WorQ is a mobile-first workforce management software designed to streamline and enhance employee self-service functions such as Attendance Management, Leave & Holiday Tracking, HR Documents & Policies, and Claims & Reimbursements. WorQ also strengthens employee engagement through features like Surveys, Announcements, Gamification, and Communities. The software includes advanced functionalities such as Real-Time Shift Rosters, Task Management, Timesheet Management, Visual Merchandising, and Digital Supervisor tools to significantly boost employee productivity. WorQ enables businesses to efficiently manage their workforce while promoting greater employee satisfaction and engagement.

# Corporate Social Responsibility

Quess Foundation, the socially conscious CSR initiative of Quess Corp Limited, is committed to creating meaningful change, and works as a catalyst, to create a deep societal impact in India with a special focus on education and health.

School enhancement program, a flagship initiative of Quess Foundation, undertakes the responsibility of 75 schools in Karnataka & Tamil Nadu towards achieving holistic development.

A few significant programs under the School Enhancement Program include:

## STUDENT ENRICHMENT PROGRAM

### Education Kit

We empower children with essential educational supplies like school bags and notebooks, affirming the importance of their education and instilling dignity. This annual provision has led to a significant rise in attendance rates, as children are motivated to attend school regularly, knowing they have the support to succeed.



Reach:

**47**

Schools

**14,058**

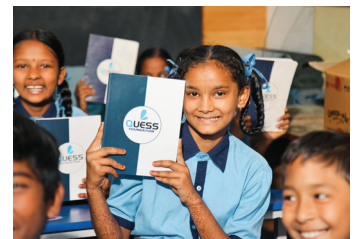
Bags

**82,604**

Notebooks Given

**15000+**

Students Benefited



### Computer Learning Program

The Computer Learning Program (CLP) remains dedicated to closing the digital divide by offering basic computer education and establishing computer centers in government institutions. With concentrated efforts, CLP expands its reach across regions, impacting more students. To ensure effectiveness, CLP develops a curriculum covering essential computer operations and internet literacy, equipping students with crucial digital skills through innovative teaching methods and digital tools.



Reach:

**36**

Schools

**6,973**

Students Benefited

**36**

Computer Labs Supported



## Scholarship

Recognizing young talents, where meritorious students of Government schools were identified and supported in their education up to post-graduate level. It encourages the learners to actively participate without any absence, breaks, or disparity in society. We also develop a one-to-one mentoring program that empowers young minds to develop confidence, give orientation, evaluate their progress, and excel in their interests with the help of professional leaders and guidance.



Reach: \_\_\_\_\_

**95**

Total Scholarships Given

**14**

Scholarships given to Visually Challenged Students.



## Early Childhood Care and Education (ECCE):

The program provides meaningful learning experiences for children in the age of 3-6 years (preschool learning) through teachers & parents to bring about their holistic development and enhances the capacity of caregivers to provide caring, aligned with the Integrated Child Development Services (ICDS) curriculum. Our goal is to offer a comprehensive educational experience that establishes a solid foundation for each child's learning and development journey.



Reach: \_\_\_\_\_

**27**

Preschools

**700+**

Early Learners Benefited

**931**

Stakeholders Benefited



## Life Skills Education

This program focuses on nurturing young individuals to develop essential life skills such as self-awareness, empathy, critical thinking, creative thinking, decision-making, problem-solving, effective communication, and interpersonal relationships through the four components of the course - physical, social, study & positive mental health. This approach offers a comprehensive learning experience for participants.



Reach: \_\_\_\_\_

**43**

Schools

**13,000+**

Students Benefited



## SCHOOL UPGRADATION

The school infrastructure is vital in shaping student health and academic performance. Ensuring safe and conducive learning environments is paramount. Our initiative focuses on revitalizing government school facilities by creating dynamic and stimulating spaces that enhance learning effectiveness and enjoyment for students.



Reach:

**74**

Schools Maintained

**1**

unit of Toilet Facility Built for Boys & Girls

**16,500+**

Students Benefited



## HEALTH AND WELLBEING

Our comprehensive Health Program takes a holistic approach to address the physical and mental health of students. We incorporate various preventive and responsive mechanisms to address the physical and mental health issues among children attending government schools.

**This program includes:**

- Health Screening & Treatment
- School Sanitation
- Health Education
- Psychosocial Care
- Infirmaries
- Teacher Training
- Anaemia Prevention
- Bridge Fund for Cancer Care



Reach:

**74**

Schools

**38**

Infirmaries Set Up in the School

**13,900+**

Students Have Undergone Comprehensive Health Screening

**8051**

Dental Cases Treated

**606**

Spectacles Distributed

**9,231**

Students Benefited from Health Education

**321**

Students Benefited from Counselling

**10**

Cancer Patients Supported Through the Indian Cancer Society

## SCHOOL SANITATION PROGRAM:

The School Sanitation Program is a comprehensive initiative aimed at promoting a clean and healthy environment within educational institutions. It includes strategies and activities focused on sanitation, hygiene, education, safe drinking water, and infrastructure development and maintenance. These programs are crucial for safeguarding the health and well-being of students, staff, and the broader school community.

Reach:

**74** Schools  
**16,500+** Students Benefited

**74** Drinking Water Units Maintained  
**16** New Purifiers Provided to Schools



## TEACHER MENTORING

Teacher mentoring is a powerful tool for elevating the skills and confidence of our educators, empowering them to impart knowledge with abundant resources and nurturing their well-being in the process. The training was conducted on multifaceted topics covering - Life Skills & Components, Infirmary Management, First Aid, Anthropometric Tests, Psycho-Social Care, Early Childhood Care and Education, and Computer Learning Programs.

Reach:

<b>Life Skills &amp; Components</b> <b>21</b> Facilitators, 168 hours	<b>Computer Learning Program</b> <b>18</b> Facilitators, 144 hours	<b>Early Childhood Care and Education</b> <b>59</b> Teachers, 1476 hours
<b>Infirmary Management &amp; First Aid</b> <b>62</b> Teachers, 496 hours	<b>Anthropometry Tests</b> <b>20</b> Facilitators, 160 hours	<b>Psychosocial Care</b> <b>40</b> Facilitators, 320 hours



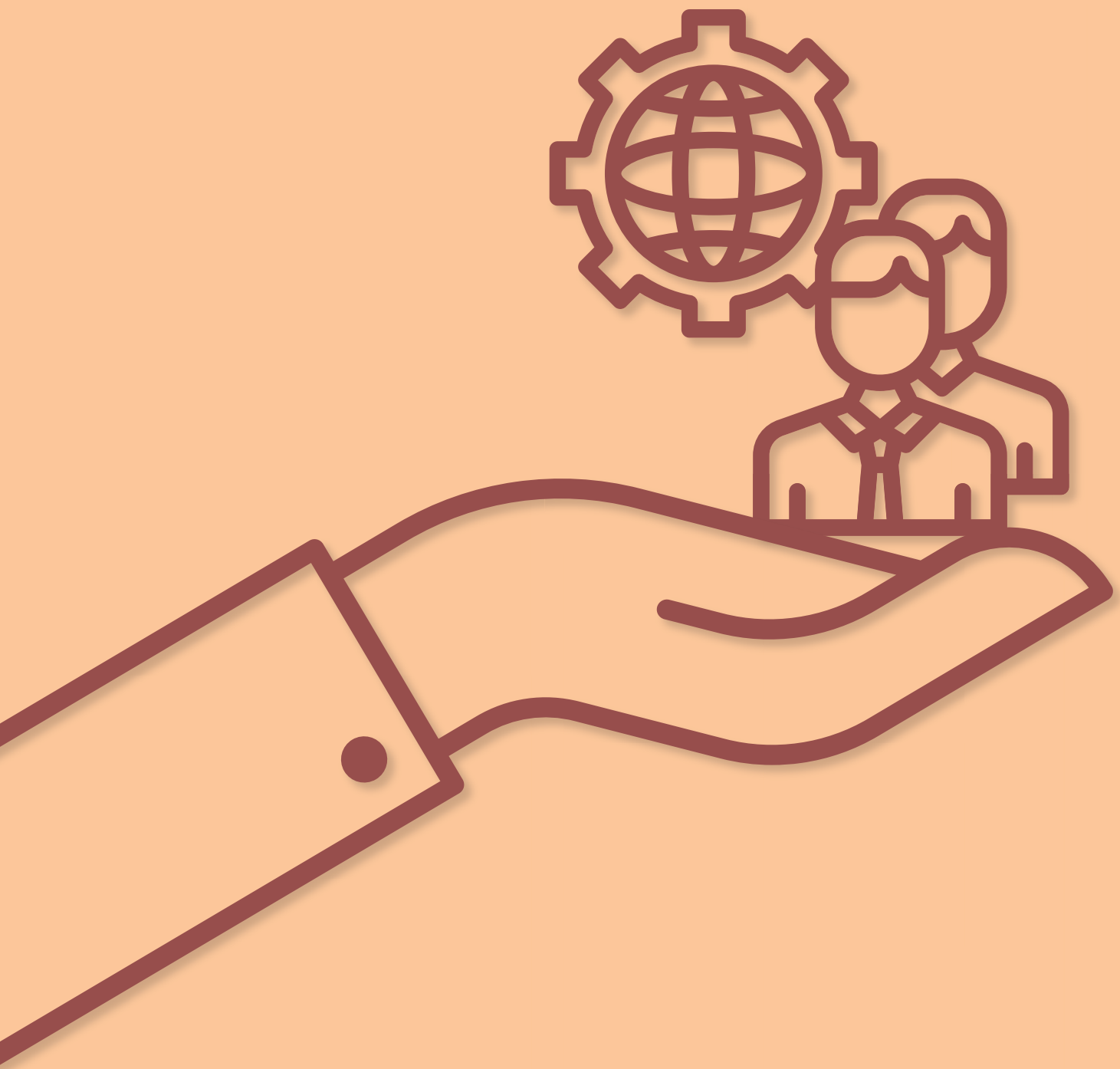
## AWARDS

1. Qess Foundation received the esteemed NGO Leadership Award at the World CSR Congress & Awards held at Taj Lands End, Bandra, Mumbai, recognizing our unwavering commitment to social responsibility.
2. At the 9th Edition of CSR Summit and Awards 2023 - "Act Responsible, Think Sustainable" held at Taj MG Road, Bengaluru, Qess Foundation was honoured with the prestigious Best CSR Impact Award, highlighting our dedication to making a meaningful difference in communities.



## Paediatric care centre at CMC Vellore

The proposed facility at CMC Vellore will have 350 beds including 70 ICU beds and a footprint of 11,000 square meters, 20+ Pediatric super specialties including cardiology, oncology, and neuro surgery.



# **Governance**

Committees of the Board

Board of Directors

Profile of The Directors

Ethics and Transparency

Policies

Stakeholder Engagement

Risk Management Framework

Cyber & Information Security

# Governance

## A Pillar of Integrity and Trust:

Effective corporate governance is pivotal in upholding the integrity of a company and fostering trust among stakeholders. It lays the groundwork for sound decision-making, responsible management, and the pursuit of long-term value creation.

At Qess Corp, we are guided by the astute expertise and insightful acumen of our Board, steering us towards crafting valuable collective experiences. Our robust corporate governance system is instrumental in conducting our business both effectively and responsibly. This dedication to good governance translates into business excellence, streamlined operations, satisfied customers, and enduring value for our stakeholders.

We adhere to internationally recognized principles and industry standards across all the countries where we operate. By ensuring compliance with corporate governance regulations, we reinforce our commitment to transparency, accountability, and ethical conduct, thereby supporting sustainable and responsible growth.

## Our Corporate Governance Philosophy:

At Qess, our governance practices are deeply rooted in the organisation's values and philosophy. We are committed to creating shareholder value while fostering governance processes that promote an entrepreneurial, performance-driven, and supportive work environment.

Our Code of Business Conduct and Ethics is an extension of our core values and underscores our unwavering commitment to ethical business practices throughout our operations. This philosophy is further reinforced through the

adoption of a comprehensive Code of Conduct for Board members and senior management, a structured Board process, a Code of Conduct for the Prevention of Insider Trading, and a Code for Fair Disclosure. The Corporate Governance framework of the Company is built upon the foundation of an effective and independent Board, a clear separation of the Board's supervisory role from the Senior Management team, and the formation of Board Committees in line with applicable laws.

## Board of Directors:

The Board of Directors is responsible for overseeing the work of the Executive Director and Senior Management, including Key Managerial Personnel, ensuring that robust procedures and controls are in place for the ethical management of day-to-day operations. We believe that an effective Board benefits from a balanced mix of professionals with diverse backgrounds, independence, and expertise. Our Board consists of experienced leaders who provide strategic direction and guidance to management, ensuring alignment between shareholder expectations, the Company's objectives, and the management's performance.

## Board Composition:

As of 31 March 2024, the Board comprises eight (8) Directors: four (4) Non-Executive Independent Directors, including one (1) Woman Independent Director; three (3) Non-Executive Non-Independent Directors; and one (1) Executive Director. The Group Chief Executive Officer (CEO) is responsible for the Company's day-to-day operations, and the Board is led by a Non-Executive Chairman. Detailed profiles of our Directors can be found on our official website at <https://www.qesscorp.com/board-of-directors/>. For a comprehensive report, please refer to the 2023-24 Annual Report on page 103.

## Board Diversity:

The Company firmly believes that fostering a diverse and inclusive culture is essential to its continued success. A diverse Board benefits from differences in thought, perspective, knowledge, industry experience, geographical background, age, ethnicity, race, gender, and skills. This includes expertise in finance, global business, leadership, technology, mergers and acquisitions, Board service, strategy, sales and marketing, Environment, Social and Governance (ESG), risk management, cybersecurity, and other areas, all of which enhance the Company's competitive advantage. The Company has reviewed its Board Diversity Policy to ensure the Board has adequate diversity, enabling it to function effectively and promoting varied and innovative thinking drawn from diverse industry and management backgrounds. Recognising the importance of a well-balanced Board, the Company has formally adopted a Board Diversity Policy. For a detailed report, please refer to the Annual Report 2023-24, page 61. The policy is also available on the Company's website via the following link: <https://www.qesscorp.com/investor/dist/images/pdf/Governance/Policy-on-Board-Diversity.pdf>.

## Board Qualifications, Expertise, and Attributes:

In accordance with corporate governance requirements under the Companies Act and the Listing Regulations, our Board consists of an optimal mix of Executive and Non-Executive Directors, with 50% of the Board being Independent Directors. The Nomination and Remuneration Committee (NRC), together with the Board, identifies suitable candidates who possess the necessary qualities, skills, and experience both as individuals and as part of the wider Board.

Members are expected to demonstrate the requisite qualifications, integrity, expertise, and experience. They should have in-depth knowledge and insight in sectors or areas pertinent to the Company, with the ability to contribute to its ongoing growth. In the case of Independent Director appointments, the NRC ensures that the independence of the Directors is thoroughly assessed, allowing the Board to perform its duties efficiently. It also ensures that candidates for Directorship are not disqualified under Section 164 and other applicable provisions of the Companies Act, 2013.

As required by Rule 6 of the Companies (Appointment and Qualification of Directors) Rules, 2014, all Independent Directors have completed their registration with the Independent Directors Databank. For re-appointments, the Board considers the performance evaluation and engagement levels of the Independent Directors.

The Board comprises highly qualified members with the necessary skills, expertise, and competencies to contribute effectively to the Company and its Committees. The following skills, expertise, and competencies have been identified as essential for the effective functioning of the Company and are currently represented within the Board.

Corporate strategy and capital allocation	Experience in developing long-term strategies to grow consumer/business, consistently, profitably, competitively and in a sustainable manner in diverse business environments and changing economic conditions.
Corporate and Board Governance	Experience in developing and implementing good corporate governance practices, maintaining board and management accountability, managing stakeholders' interests and Company's responsibilities towards customers, employees, suppliers, regulatory bodies and the communities in which it operates.
Global Business Management	Experience in driving business success in global markets, with an understanding of diverse business environments, economic conditions, cultures, and regulatory frameworks and a broad perspective on global market opportunities.
Services Business Management	Service on a board of a public company to develop insights about maintaining board and management accountability, protecting shareholder interests, and observing appropriate governance practices.
Technology-led transformation	A significant background in technology, resulting in knowledge of how to anticipate technological trends, generate disruptive innovation, and extend or create new business models, intellectual property in information technology domain, and knowledge of technology trends including BCP and digital transformation of services.
Finance and risk management professional	Leadership of a financial firm or management of the finance function of an enterprise, resulting in proficiency in complex financial management and financial reporting processes, or experience in actively supervising a person performing similar functions.  Experience in identifying and evaluating the significant risk exposures to the business strategy of the Company and assessing the management's actions to mitigate the strategic, legal and compliance, and operational risk exposures.
Environment, Sustainability and Governance (ESG)	Experience in leading the sustainability and ESG visions of organisations, to be able to integrate these into the strategy of the Company.

While all the Board members possess the skills identified, their core areas of expertise are given below

Name of the Director	Area of Expertise
Mr. Ajit Isaac	<ul style="list-style-type: none"> <li>• Corporate strategy and capital allocation,</li> <li>• Corporate and Board Governance,</li> <li>• Global Business Management,</li> <li>• Services Business Management,</li> <li>• Technology-led transformation,</li> <li>• Finance and risk management professional, and</li> <li>• Environment, Sustainability and Governance</li> </ul>

Name of the Director	Area of Expertise
Mr. Guruprasad Srinivasan	<ul style="list-style-type: none"> <li>• Corporate strategy and capital allocation,</li> <li>• Corporate and Board Governance,</li> <li>• Global Business Management,</li> <li>• Services Business Management,</li> <li>• Technology-led transformation,</li> <li>• Finance and risk management professional, and</li> <li>• Environment, Sustainability and Governance</li> </ul>
Mr. Chandran Ratnaswami	<ul style="list-style-type: none"> <li>• Corporate strategy and capital allocation,</li> <li>• Corporate and Board Governance,</li> <li>• Global Business Management,</li> <li>• Technology-led transformation, and</li> <li>• Finance and risk management professional</li> </ul>
Mr. Gopalakrishnan Soundarajan	<ul style="list-style-type: none"> <li>• Corporate strategy and capital allocation,</li> <li>• Corporate and Board Governance,</li> <li>• Global Business Management,</li> <li>• Finance and risk management professional, and</li> <li>• Technology-led transformation</li> </ul>
Ms. Revathy Ashok	<ul style="list-style-type: none"> <li>• Corporate strategy and capital allocation,</li> <li>• Corporate and Board Governance,</li> <li>• Services Business Management,</li> <li>• Technology-led transformation,</li> <li>• Environment, Sustainability and Governance, and</li> <li>• Finance and risk management professional</li> </ul>
Mr. Sanjay Anandaram	<ul style="list-style-type: none"> <li>• Corporate strategy and capital allocation,</li> <li>• Corporate and Board Governance,</li> <li>• Global Business Management,</li> <li>• Services Business Management,</li> <li>• Technology-led transformation,</li> <li>• Environment, Sustainability and Governance, and</li> <li>• Finance and risk management professional</li> </ul>
Mr. K. R. Girish	<ul style="list-style-type: none"> <li>• Corporate strategy and capital allocation,</li> <li>• Corporate and Board Governance,</li> <li>• Services Business Management,</li> <li>• Finance and risk management professional, and</li> <li>• Technology-led transformation</li> </ul>
Mr. Gaurav Mathur	<ul style="list-style-type: none"> <li>• Corporate strategy and capital allocation,</li> <li>• Corporate and Board Governance,</li> <li>• Services Business Management,</li> <li>• Technology-led transformation, and</li> <li>• Finance and risk management professional.</li> </ul>

## Committees of the Board

The Board of Directors has constituted various Committees to focus on specific areas and to make informed decisions within their authority. Each Committee is directed by its charter and/or policy which outlines their scope, roles, responsibilities and powers. All the decisions and recommendations of the Committee are placed before the Board for their approval.

The Board committees are set up under the formal approval of the Board, to carry out clearly defined roles. Minutes of the meetings of all the Committees are placed before the Board for review. The Company's guidelines relating to Board meetings are applicable to Committee meetings as far as practicable.

With a view to have a more focused attention on business and for better governance and accountability, the Board has eight (8) committees, which comprises of five (5) statutory committees and other three (3) are non-statutory committees in line with the requirements of Act and Listing Regulations, details of which are as follows:

- A. Audit Committee (AC);
- B. Nomination and Remuneration Committee (NRC);
- C. Stakeholders' Relationship Committee (SRC);
- D. Corporate Social Responsibility Committee (CSR);
- E. Risk Management Committee (RMC);
- F. Share Transfer Committee (STC);
- G. Administration and Investment Committee; and
- H. Demerger Committee

The Composition of these committees as on March 31, 2024 is as follows –

Audit Committee	Nomination & Remuneration Committee	Stakeholders' Relationship Committee	Corporate Social Responsibility Committee	Risk Management Committee	Share Transfer Committee	Administration & Investment Committee	Demerger Committee
Mr. K. R. Girish (Chairperson)	Ms. Revathy Ashok (Chairperson)	Mr. Sanjay Anandaram (Chairperson)	Ms. Revathy Ashok (Chairperson)	Mr. Ajit Isaac (Chairperson)	Mr. Guruprasad Srinivasan (Chairperson)	Mr. Guruprasad Srinivasan (Chairperson)	Mr. Ajit Isaac
Ms. Revathy Ashok	Mr. Sanjay Anandaram	Ms. Revathy Ashok	Mr. Gaurav Mathur	Mr. Guruprasad Srinivasan	Mr. Ajit Isaac	Mr. Ajit Isaac	Mr. K. R. Girish
Mr. Sanjay Anandaram	Mr. Chandran Ratnaswami	Mr. Ajit Isaac	Mr. Ajit Isaac	Ms. Revathy Ashok	*Mr. Kundan K Lal	-	Mr. Guruprasad Srinivasan
Mr. Chandran Ratnaswami	-	-	-	Mr. Sanjay Anandaram	-	-	-
Mr. Gaurav Mathur	-	-	-	#Mr. Kamal Pal Hoda	-	-	-
Mr. Gopala krishnan Soundarajan	-	-	-	-	-	-	-

All members of these Committees are financially literate and have management expertise.

\* Company Secretary and Compliance Officer

# Chief Financial Officer

# Board of Directors



**Ajit Isaac**  
Non-Executive Chairman



**Guruprasad Srinivasan**  
Executive Director and Group CEO



**Chandran Ratnaswami**  
Non-Executive Director



**Gopalakrishnan  
Soundarajan**  
Non-Executive Director



**Gaurav Mathur**  
Non-Executive, Independent Director



**Kalpathi Ratna Girish**  
Non-Executive, Independent Director

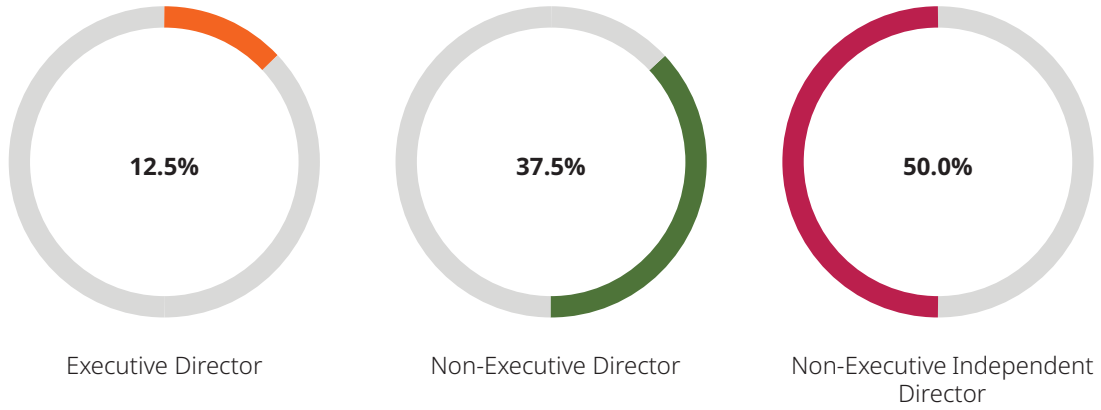


**Revathy Ashok**  
Non-Executive, Independent Director

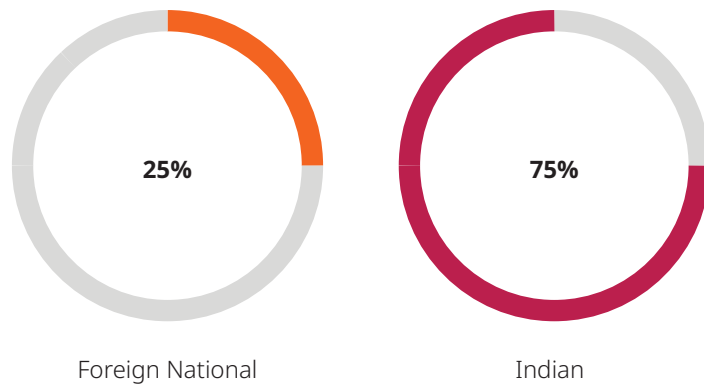


**Sanjay Anandaram**  
Non-Executive, Independent Director

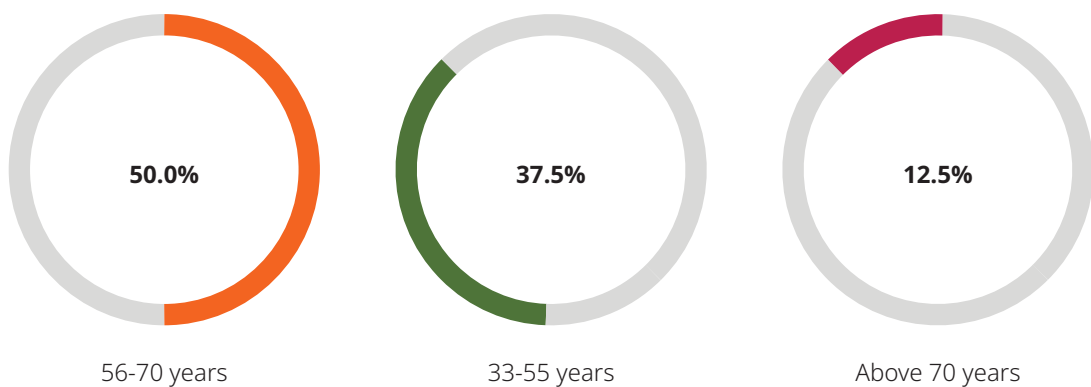
### Board Composition



### Board Nationality



### Board Age Profile



# Profile of The Directors

## Ajit Isaac

Non-Executive Chairman

**Appointed to the Board:**  
(April 6, 2009)

Ajit Isaac, the founder of Qess Corp, is an entrepreneur who over a period of 20 years, has been involved in creating market-leading enterprises in the business services sector in India. At Qess, and under his leadership, the Company is now a 5,67,000+ strong family, with ~US\$ 2.3 Bn in revenues, and has accelerated the transition of informal jobs to formal platforms, helping bring financial and social security to many not-so-privileged sections of Indian Society.

His initiatives in transformative deals, with a focus on operational efficiency and business development, have helped Qess scale rapidly. Socially committed, he set up Care Works Foundation, which today supports over 16,000 students across 75 schools. His strong social commitment to the larger cause is demonstrated in the partnership with the Indian Institute of Science (IISc), Bangalore to set up The Isaac Centre of Public Health (ICPH). Along with Fairfax and Qess, he has also anchored the establishment of a pediatric specialty center in CMC Vellore.

A gold medalist in PG-HR and a British Chevening Scholar from Leeds University, he has worked for 10 years in leadership roles in the private sector including companies like Adecco, IDFC, Godrej and Boyce, before becoming an entrepreneur in the year 2000.

He serves on the Board of Allsec Technologies and Childrens Heartlink India Foundation. He also serves on the Board of Governors of the St. Joseph's University in Bangalore.

Nationality: Indian

In the Governance Committees of:



## Guruprasad Srinivasan

Executive Director & Group CEO

**Appointed to the Board:**  
(February 10, 2022)

### Skills and Experiences:

Guruprasad is the Executive Director and Group CEO of the company. A founding member, he was the fourth employee of the company. He has more than 26 years of industry experience, including leadership roles at GE Health, Hewitt Associates and

People One Consulting. Over the years at Qess, he has built the Work Force Management Platform to be an industry-leading one, set up the Shared Services Centre, integrated the Asset Management Business, and has been part of the team that takes key decisions at the corporate level. A natural leader, he has keen interest in photography and restoring Vintage vehicles.

### Career:

Guruprasad is a Stanford Ignite Graduate from the Stanford University Graduate School of Business, in addition to having a Master's in Business Administration.

### Other Directorship:

Indian Entities – Allsec Technologies Limited, Stellarslog Technovation Private Limited, Trimax Smart Infraprojects Private Limited, Monster.com (India) Private limited, Digitide Solutions Limited and Bluspring Enterprises Limited

### Global Entities - 5

Nationality: Indian

In the Governance Committees of:



## Chandran Ratnaswami

Non-Executive Director

**Appointed to the Board:**  
(January 18, 2016)

### Skills and Experiences:

Chandran is a Non-Executive Director of the company since January 2016 and comes with over three decades of experience in investment management. He has driven business success in markets around the world, with an understanding of diverse business environments, economic conditions, cultures, and regulatory frameworks, and a broad perspective on global market

opportunities.

### Career:

Chandran holds a Bachelor's degree in Civil Engineering from IIT Madras and an MBA from the Rotman School of Management, University of Toronto. He is the Chief Executive Officer and Director of Fairfax India Holdings, a company listed on the Toronto Stock Exchange and is also a Managing Director of Hamblin Watsa Investment Counsel, a wholly-owned investment management company of Fairfax Financial Holdings. Hamblin Watsa provides discretionary investment management to all the insurance and reinsurance subsidiaries of Fairfax and currently manages approximately US\$ 60 billion of assets. At Hamblin Watsa, he is responsible for all Fairfax and subsidiary investments in Asia. Prior to joining Hamblin Watsa, he was the owner/

president of an industrial distribution company and a senior executive at a large multinational consumer packaged food company.

### Details of Other Directorship:

Indian Entities: Thomas Cook (India) Limited, Bangalore International Airport Limited, Sanmar Engineering Services Limited, Fairbridge Capital Private Limited and Go Digit Infoworks Services Private Limited.

### Global Entities: 19

Nationality: Canadian

In the Governance Committees of:



## Gopalakrishnan Soundarajan

Non-Executive Director

**Appointed to the Board:**  
(April 1, 2020)

### Skills and Experiences:

Gopal is a Managing Director at Hamblin Watsa Investment Counsel. He has leadership experience in handling financial management of various enterprises. He has an incisive ability to identify as well as address resolutions at organisations

exposed to financial and business risks including exposure to legal and regulatory vagaries. Mr. Soundarajan also brings with him immense experience in corporate business strategy and capital allocation, a knowledge so useful in today's environment where maximisation of shareholder value is of utmost concern.

### Career

He is a Bachelor of Commerce from the University of Madras, is a member of the Institute of Chartered Accountants of India and is a Qualified Chartered Financial Analyst and Member of the CFA Institute in the US. Before joining Hamblin Watsa, Gopal was the Chief Investment Officer at

ICICI Lombard, the largest private sector property and casualty insurance company in India. He held that position for 18 years and was a member of the insurer's investment committee as well.

### Details of other Directorship:

Thomas Cook (India) Limited, Bangalore International Airport Limited, Anchorage Infrastructure Investments Holdings Limited and Go Digit Life Insurance Limited

### Global Entities: 6

Nationality: Indian  
In the Governance Committees of:

AC

## Gaurav Mathur

Non-Executive Independent Director

**Appointed to the Board:**  
(August 31, 2020)

### Skills and Experiences:

A pioneer in the private equity space in India, Gaurav started his career in 1998 with the European High Yield Capital Markets group at Deutsche Bank in London. He brings with him over 20 years of astute investing, nurturing and growing companies and has created tremendous value for shareholders over the years. Apart from private equity, Gaurav also comes with

sound expertise in venture capital funding, capital markets, corporate development, financial modelling and valuation. While Gaurav's entrepreneurial abilities are well known to the world, he also possesses rich experience in service industries and overseeing technology-led transformation at corporates

### Career:

He has a Post Graduate Diploma in Management from the Indian Institute of Management, Ahmedabad and a BA (Hons.) in Economics from Delhi University. Gaurav Mathur is the Founder Director at InVent Capital, a long-term investment firm that focuses on listed equity and control oriented investments in consumer and services businesses in India. He is also the CEO of Digital Gold India, a leading

digital gold platform. He also co-founded private equity outfit India Equity Partners. He was a Principal at JPMorgan and has served as a Director, representing investors on the boards of numerous companies. The list of such firms who have benefited from Gaurav's deep understanding of complex business issues includes Jubilant Foodworks, Manappuram Finance, Piramal Glass, Innovative Foods and MTR Foods.

### Details of Other Directorship:

Digital Gold India Private Limited, Invent Advisors Private Limited and Safegold Digidemat Private Limited.

Nationality: Singapore

In the Governance Committees of:

AC

CSR

## K. R. Girish

Non-Executive Independent Director

**Appointed to the Board:**  
(August 31, 2020)

### Skills and Experiences:

Over a span of 36 years, Girish has lent his considerable expertise to corporates in financial analysis and reporting, international taxation including that related to M&As, internal controls and business strategy. He also holds the flag in the areas of technology adoption for ERP and regulatory frameworks. Girish is much sought by corporates for his views on their business plans and for a second opinion on their strategic initiatives. He often advises corporates on the right capital allocation policy, keeping

tax consequences and shareholder interests in mind. He has been involved with many large technology companies, particularly those with services as a major revenue stream. In today's world where the importance of ESG cannot be overemphasised, he has provided critical inputs to corporates keen to address these global concerns.

### Career:

Mr. Girish is a fellow member of the Indian Institute of Chartered Accountants and a graduate from Karnataka State Law University. He is also an associate member of the Australian Taxation Institute and holds a Post Graduate Diploma in Taxation practice from M S University, Baroda. He spent 18 years at KPMG and was its Partner and Head of Tax for South India and National leader for tax dispute resolution practice. He has also been associated with tax advisory firms Baker Tilly DHC and LeapRidge. He now

operates his CA proprietary firm KR Girish and Associates. He has been rated as one of the top tax professionals in the country consistently for the last 4 years by International Tax Review UK. He was past president of the Bangalore Chamber of Industry and Commerce (BCIC) during 2009-10 and continues to be the Chairman of the finance Committee of the Chamber. He has been invited to the Academic Board of Chartered Institute of Taxation London and continues to serve there.

### Details of Other Directorship:

Credens Fiduciary Solutions Private Limited and Founder Director of International Tax Research and Analysis Foundation (ITRAF), Section 8 Company.

Nationality: Indian

In the Governance Committees of:

AC

C

# Profile of The Directors

## Revathy Ashok

Non-Executive  
Independent Director

**Appointed to the Board:**  
(July 24, 2015)

### Skills and Experiences:

Revathy has spent over 3 decades pursuing capital raising, business development, financial, risk management and commercial with an ability to understand and analyze key financial statements, assess financial viability and performance, contribute to strategic financial planning and budgets with strategic goals and priorities. She holds a Bachelor's degree in Science from Bangalore University and a Post Graduate Diploma in Management from the Indian Institute of Management, Bangalore.

### Career:

She is the Co-founder of Strategy Garage, which aims to foster entrepreneurship in India, along with being an active mentor at the Indian Angel Network. She

is passionate about women's economic empowerment and evangelising entrepreneurship and is actively involved with many start-ups, helping them with their business strategy and promoting transparency and good governance. She is a managing Trustee of Bengaluru Political Action Committee, a nonpartisan citizen's group that aims to improve governance and to enhance the quality of life of every Bangalorean. She last served as Managing Director of Tishman Speyer India and currently serves on the Board of leading listed companies. She has held senior management positions in global corporations such as Syntel, Microland and Tyco Electronics. Further, she also serves as a member of Risk Management Committee of ADC India Communications Limited and Barbeque - Nation Hospitality Limited.

### Achievement:

She was awarded the 'Faculty medal for Best Performance' – Habitat & Environmental Studies. She has a successful leadership experience of over three decades spanning variety of industries – Private Equity, Software & IT enabled services, Manufacturing, Infrastructure & Real estate, etc. in

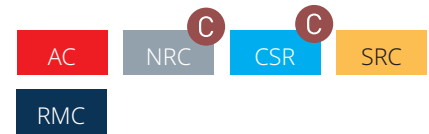
Senior Management positions handling wide variety of portfolios, namely Capita Raising, Business Development, Finance, Commercial and other strategic general management functions. In 2011, she was nominated by CII as one of the top women achievers in Business in South India and in 2005, she was named as one of the 10 most powerful women in the Indian IT industry by Dataquest.

### Details of other Directorship:

AstraZeneca Pharma India Limited, ADC India Communications Limited, Athena Infonomics India Private Limited, Barbeque-Nation Hospitality Limited, Khemeia Technologies Private Limited, Microland Limited, Manipal Cigna Health Insurance Company Limited, Shell MRPL Aviation Fuels and Services Limited, Sansera Engineering Limited and 360 One Prime Limited.

Nationality: Indian

In the Governance Committees of:



## Sanjay Anandaram

Non-Executive  
Independent Director

**Appointed to the Board:**  
(December 22, 2015)

### Area of Expertise:

Corporate strategy and capital allocation, Corporate and Board Governance, Global Business Management, Services Business Management, Financial and Risk Management, digital public platforms, Technology-led transformation and innovation.

### Skills and Experiences:

Sanjay has spent over 30 years as a corporate executive, investor, early stage venture capitalist, teacher and advisor to funds and entrepreneurs. He has significant experience in M&As and funding start-ups. Sanjay has written extensively in online and offline publications including The Wall Street Journal and The Financial Express. He often shares his knowledge with students and corporate executives from various countries on innovation and entrepreneurship and has been a visiting

faculty at Singapore campus of France's INSEAD business school. He is a mentor and board member of Sattva, a leading impact consulting firm including ESG.

### Career:

He holds a Bachelor degree in Electrical Engineering from Kolkata's Jadavpur University and a Post Graduate Diploma in Management from the Indian Institute of Management, Bengaluru. He is a co-founder of NICE (Network of Indian Cultural Enterprises), a non-profit company, that seeks to create Indian soft power through entrepreneurial ventures based on indigenous Indian practices and knowhow. In 2016, he authored "Startup Mantras" a collection of 100 distilled insights for entrepreneurs and managers. He co-founded Neta, a Silicon Valley VC backed software company, that became a part of Infoseek/ Disney. He was a founding partner of JumpStart-Up, a US\$ 45 million early stage US-India cross border VC fund that invested in technology businesses. Early in his career, he spent several years with Wipro in India and overseas where he established several new business initiatives for the company. He is an Executive Board Member of Modular Open Source Identity Platform. He is a Governing body member of TiE Bengaluru

and leads the digital diplomacy initiative at ISPIRT, a not for profit technology think-tank, and is associated with several venture funds and innovative companies. Further, he also serves as a member of Risk Management Committee of Allsec Technologies Limited.

### Details of Other Directorship:

Allsec Technologies Limited, Network of Indian Cultural Enterprise, Syzygy Consultants Private Limited and Sattva Media and Consulting Private Limited.

Nationality: Indian

In the Governance Committees of:



### Board Committee Membership Indicators

- AC Audit Committee
- RMC Risk Management Committee
- NRC Nomination & Remuneration Committee
- CSR Corporate Social Responsibility Committee
- SRC Stakeholders' Relationship Committee
- C Chairman of the Committee

# Ethics and Transparency

## Code of Business Conduct & Ethics

The Company has adopted a Code of Business Conduct & Ethics ("the Code") that applies to the Board of Directors and all employees. Both the Board of Directors and members of the Senior Management Team are required to affirm their annual compliance with this Code. All Board

members and Senior Management personnel have confirmed adherence to the Code.

In accordance with the Code, Directors and employees are expected to act with honesty, fairness, ethical responsibility, and

integrity, conducting themselves in a professional, courteous, and respectful manner. For further details, please refer to the Annual Report 2023-24, page 109. The Code is available on the Company's official website at [link].

## Conflict of Interest

Each Director annually informs the Company of their board and committee positions, including chairmanships, held in other entities, along with any changes that occur during the year. Board members avoid conflicts of interest in decision-making processes while

carrying out their duties. They refrain from discussing or voting on transactions where they have a personal interest or involvement. Members of the Management Committee have disclosed to the Board any potential conflicts of interest arising from transactions

with the Company. No material, financial, or commercial transactions occurred between the Company and members of the Management Committee that could have posed a conflict of interest with the Company's wider interests.

## Code of Conduct for Prevention of Insider Trading

The Company has implemented a 'Code of Conduct for Regulating, Monitoring, and Reporting of Trades by Designated Persons' (DPs) in compliance with SEBI's Prohibition of Insider Trading (PIT) Regulations, 2015. This Code outlines the procedures DPs must follow when trading Company shares and handling Unpublished Price Sensitive Information (UPSI).

It includes responsibilities such as maintaining a structured digital database, preventing insider trading, and managing UPSI. The Code also details prohibited transactions and provides guidelines for permitted trades. A quarterly report on insider trading is submitted to the Audit Committee. The Company regularly educates employees on the Code through emails, FAQs,

and training sessions. For further information, please refer to the Annual Report 2023-24, page 109. Additionally, a 'Code of Practices and Procedures for Fair Disclosure of UPSI' is available on the Company's website at <https://www.quescorp.com/investor/dist/images/pdf/Governance/Fair-Trade-Policy.pdf>

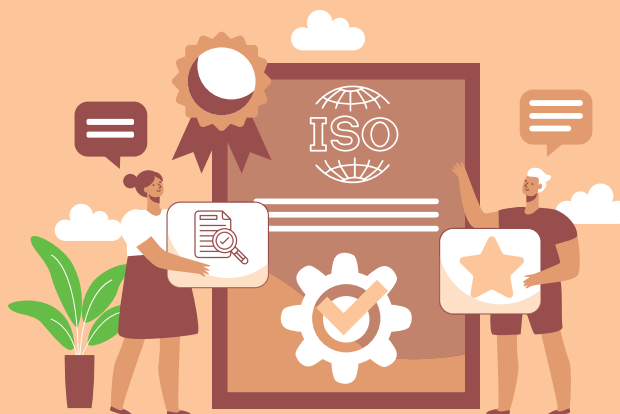
### Business ISO Certifications

Quess Corp is ISO 9001:2015, ISO 27001:2013

QITS is ISO 9001:2015, ISO 27001:2013, ISO 14001:2015, ISO 45001:2018, and ISO 37000:2016

IFMS is ISO 9001:2015, ISO 14001:2015, ISO 45001:2018 and ISO 41001:2018

Terrier is ISO 9001:2015, ISO 27001:2013, ISO 14001:2015, and ISO 45001:2018



# Policies



## Anti-Bribery and Anti-Corruption Policy

Qess Corp's Anti-Bribery and Anti-Corruption Policy is designed to prevent bribery and corrupt practices by clearly defining and prohibiting all forms. The policy enforces robust controls and procedures, ensuring the maintenance of accurate and transparent records. Employees and stakeholders are obligated to report any suspected incidents

of bribery or corruption, with clear consequences for violations, including disciplinary actions, termination of employment or contracts, and potential legal proceedings.

The policy also outlines the standards of conduct expected from employees, agents, contractors, and vendors when engaging with

customers, suppliers, government officials, and other stakeholders. This includes mandatory due diligence on third-party vendors, adherence to gifts and hospitality guidelines, and participation in training and awareness programs to ensure a corruption-free environment across all business activities.



## Whistle-Blower Policy

Qess Corp's Whistle-Blower Policy provides a secure and confidential mechanism for employees to report any unethical or improper conduct, including violations of laws, regulations, and company policies, without the fear of retaliation. The policy details the process

for reporting, investigating, and resolving complaints, allowing for anonymous submissions while ensuring the confidentiality and protection of whistle-blowers.

Retaliation against whistle-blowers is strictly prohibited, with clear consequences such as disciplinary

action, termination of employment or contracts, and potential legal action. This policy fosters a culture of transparency, accountability, and ethical behaviour within the organization, reinforcing Qess Corp's commitment to integrity and responsible conduct.



## Human Rights Policy

Qess Corp is dedicated to ensuring that its business is conducted ethically, professionally, and in full compliance with legal standards across all sectors and regions it operates. The company is equally committed to respecting and protecting the human rights of

its workforce, communities, and all individuals impacted by its operations, including contractors and suppliers.

We work diligently to uphold the rights of everyone working for and with Qess Corp. We value the contributions of each team member

and foster a workplace where employees are treated with dignity and respect, free from harassment and unlawful discrimination. This commitment is at the core of our business practices, reinforcing our respect for human rights across all levels of our operations.



## Prevention of Sexual Harassment (POSH) Policy

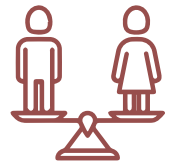
Quess Corp is committed to fostering a healthy work environment free from prejudice, bias, and sexual harassment. The company strictly prohibits any behaviour that undermines a positive workplace atmosphere. Employees who experience sexual harassment are encouraged to file written complaints with the Internal Committee within three months of

the incident, with a possible 30-day extension for valid reasons.

Quess Corp integrates its POSH policy into induction programs and annual refresher sessions, displays awareness posters in all offices, and provides thorough training to ensure the fair and effective handling of cases. Additionally, an online training module on POSH has

been introduced for employees and committee members to enhance awareness and understanding.

With its zero-tolerance stance against sexual harassment, Quess Corp has cultivated a secure and trusting work environment for all employees, regardless of gender. This commitment has contributed to increased employee confidence, retention rates, and productivity.



## Equal Employment Opportunity Policy

Quess Corp's Equal Employment Opportunity Policy is a comprehensive framework that fosters a workplace that promotes fairness and equality for all employees. The policy underscores the company's commitment to providing equal opportunities for employment, training, and career advancement, irrespective of race, colour, religion, gender, sexual orientation, national origin, age, or

disability. By adhering to this policy, Quess Corp ensures compliance with relevant laws and regulations governing equal employment opportunities.

The policy also establishes a strong reporting mechanism for employees to raise concerns or file complaints related to discrimination or harassment. Through this initiative, Quess Corp demonstrates

its dedication to nurturing a diverse and inclusive workplace that recognizes and values the unique contributions of all employees.

This policy forms an integral part of Quess Corp's environmental, social, and governance (ESG) framework, aligning with the company's commitment to ethical conduct and social responsibility.



## Risk Management Policy

Risk management is a fundamental component of Quess Corp's Corporate Governance Principles, aimed at enhancing governance practices across all business activities. The Risk Management Policy and processes are designed to proactively manage uncertainties

and changes in both internal and external environments, minimizing negative impacts while capitalizing on opportunities.

The primary objective of this policy is to ensure sustainable business growth with stability, promoting a proactive approach to identifying,

evaluating, and addressing business risks. To achieve this, the policy establishes a structured and disciplined approach to risk management, guiding decision-making on risk-related issues and ensuring that risks are effectively mitigated in support of long-term business success.

# Stakeholder Engagement

Qess engages with a broad spectrum of stakeholders to deepen its insights into their needs and expectations and to develop sustainable strategies for the short, medium, and long term. Stakeholder engagement also helps to manage risks and opportunities in business operations. The key stakeholders identified in consultation with the company's management are:

1. Customers
2. Employees
3. Shareholders
4. Business Partners
5. Staffing Firmss
6. Suppliers
7. Industry Bodies
8. Governments & Regulators Authority
9. Local Communities

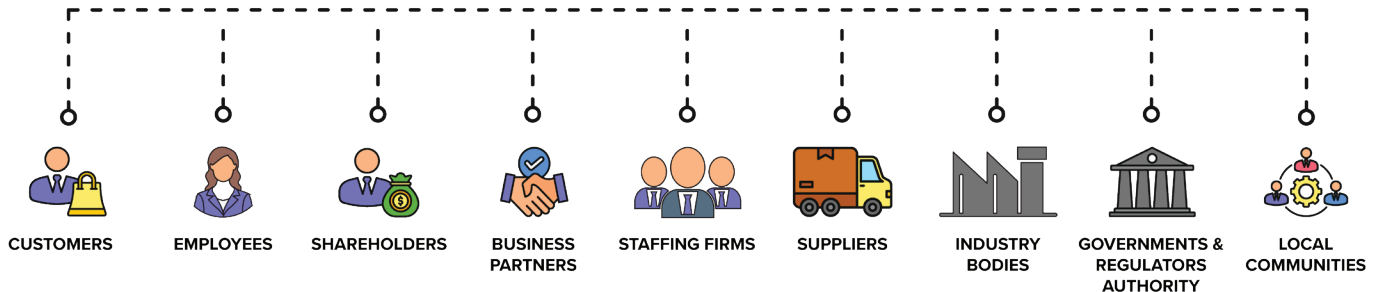
Additionally, Qess closely engages with industry analysts, equity analysts, and the news media, who act as representatives for other key stakeholders such as customers, shareholders, and society at large.

As India's leading business services provider, Qess believes that its human capital is its greatest strength. Stakeholder interactions can be structured (e.g., surveys, account statements) or unstructured (e.g., town halls, one-on-one or group meetings). Depending on mutual convenience and need, engagements may be scheduled as needed, pre-scheduled periodically, or ongoing (e.g., via the website, social media).

These engagements allow us to comprehend and address stakeholder priorities and preferences. This ongoing dialogue provides valuable perspectives on the risks and growth opportunities, fostering a sustainable future.

For comprehensive details of our Stakeholder Engagement, please refer to the BRSR section of this report, located on page 94.

# STAKEHOLDER

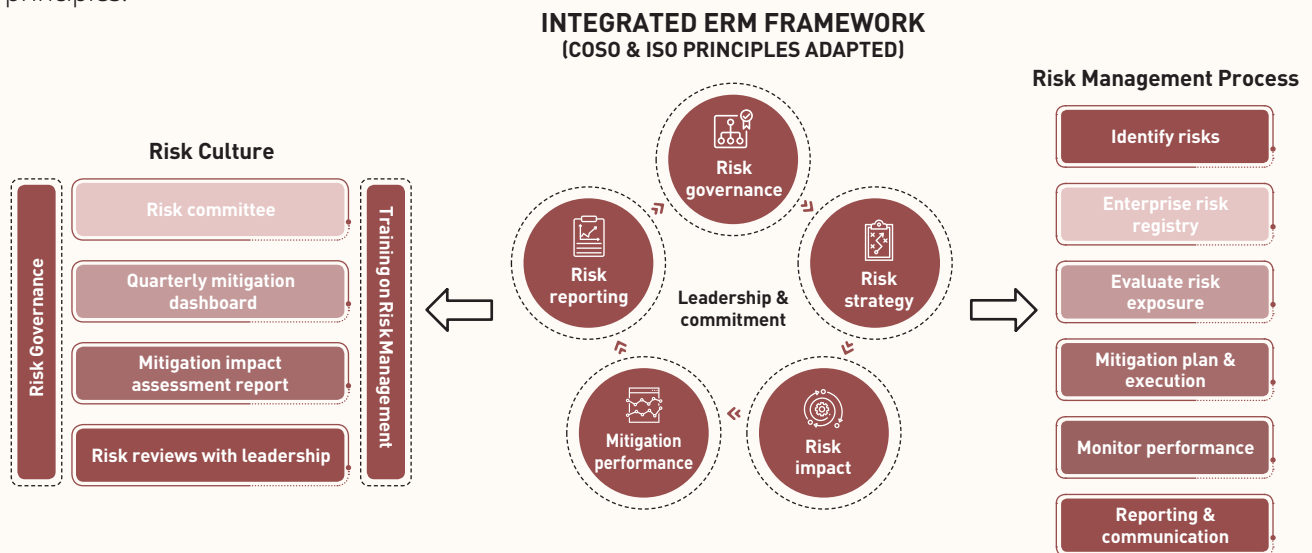


# Risk Management Framework

In the ever-evolving business landscape, marked by a strong emphasis on automation, digital transformation, and data protection, the risk dynamics undergo continuous shifts. At Quess, we meticulously evaluate both external and internal factors to identify, assess, control, and effectively manage associated risks. Our meticulously crafted Enterprise Risk Management (ERM) framework, which comprehensively covers all aspects of our operations, enables us to gauge the likelihood and impact of identified risks, ensuring proactive risk mitigation. Anchored by a robust Risk Management Framework, we uphold our commitment to aligning with the company's strategic objectives by comprehensively evaluating risks inherent in our operations.

## Risk Management Framework

We've embraced a seamlessly integrated ERM Framework, operationalized throughout the organization by our dedicated Risk Management Team. Tailored to accommodate our diverse business needs, our ERM Framework draws from the standards of COSO and ISO 31000, ensuring alignment with best practices and principles.



Our framework facilitates systematic and proactive risk identification, actively engaging Business Leaders, Functional Heads, and Process Owners. By discerning and mitigating risks, our organization optimizes performance and expedites decision-making. Furthermore, our ERM framework comprehensively identifies strategic, operational, financial, compliance, and sustainability risks, considering both internal and external dimensions across all categories.

## Supported by a robust and dynamic internal control system, our ERM Framework boasts the following features:

- Our Board-approved Risk Management Policy delineates a structured and disciplined approach to risk management, aiding strategic decision-making. The Risk Management Committee, composed of Board members and C-suite Executives, diligently reviews and oversees the progress of mitigation plans, offering essential guidance and direction.
- The Corporate-level Risk Management Team maintains constant engagement with independent Internal Auditors to pinpoint areas necessitating strengthened processes and internal controls for enhanced risk management. The Audit Committee conducts in-depth discussions and evaluations of audit findings, including the status of management action plans.
- Business SOPs and policies, alongside centrally issued directives, serve as guiding principles for our internal controls, fortifying our risk management processes.

Risk Category	Description
Strategic Risks	Strategic risk involves uncertainties arising from an organization's leadership decisions on long-term goals, competitive position, and successful execution of strategy. For example, risks associated with business model, service offerings, target markets, etc
Operational Risks	Risks that impact our service delivery and business practices due to inadequate or failed internal processes, systems, or people. For example, risks associated with day-to-day operations, such as errors in procedures, technology failures, and the ability to scale based on business needs.
Financial Risks	Risks affecting the financial stability and profitability of the business, such as SLA management, fluctuations in market conditions, credit defaults, interest rate changes, etc.
Compliance Risks	Non-adherence to central, state, and international laws governing business activities may result in financial and reputational risks. For example, compliance with labour laws, licenses, and permits, etc.
Sustainability Risks	Risk refers to potential threats posed by environmental, social, and governance (ESG) factors that could adversely affect a company's long-term viability and reputation. These factors include carbon footprint, diversity, inclusion, business ethics, etc.

**Key Business Risks**

Risk	Risk Description	Mitigation Actions
Transformation & Automation	Constant changes in technologies and automation.	In the era of digital transformation, we give much importance to digital needs by constantly improving and updating our digital platforms. We are constantly moving our business to digital and well-organised data management systems thereby improving and providing better customer services and satisfaction to our clients and stakeholders. This helps us to upscale our business and better customer service. Leveraging our industry domain knowledge with technology, helps us provide unique business solutions and value propositions to our customers with our tech-applications such as Qjobs, WorQ, Dash, HR modules, etc.
Cyber Security & Data Protection	Data is of paramount importance, and ensuring its safeguarding is crucial	Our Cyber Security Council, chaired by the Chief Technology Officer and business IT Heads, meets periodically, with a specific focus on cyber security and data protection risks. Furthermore, the Committee monitors emerging practices and technologies to improve IT systems and infrastructure. Firewall and real-time security monitoring systems to secure our IT environment. Initiatives like VAPT, SIEM, DLP, MDM, etc., have significantly strengthened our security posture
Safety at Work	Ensuring employee safety and security in a challenging environment to prevent injuries and casualties.	Our comprehensive Health, Safety and Environment Conservation Policy and the Emergency Procedure Policy govern procedures for our employee safety and incident management. The employee app-based HRMS tool includes an upgraded workflow dedicated to safety incident reporting. The Unified Help Desk (UHD) is responsible for actively monitoring and responding to incidents reported through the app. Mandatory safety training during induction and yearly refreshers, along with job-specific training, boost awareness and adherence to safety protocols.
Diversity & Inclusion	Low productivity of the workforce due to the lack of diversity, inequality, talent, etc.	Ques is dedicated to sourcing talent from diverse backgrounds worldwide, fostering a distinctive work culture that optimizes our potential and enhances our customers' productivity. Our Company's commitment to Equal Employment Opportunity Policy reiterates the organisation's commitment towards non-discrimination of candidates based on age, colour, sex, disability, marital status, race, religion and sexual orientation. Through our partnerships with various NGOs, we successfully induced PWD associates into the workforce. In alignment with the Prime Minister's initiative for NARI SHAKTI, our immediate objective is to enhance gender diversity among core employees to 50% (currently at 36%) through strategic talent acquisitions by next year. Numerous workshops are conducted to attract talent in line with this goal.

Risk	Risk Description	Mitigation Actions
Climate Changes & reduction of Carbon Footprint	Global warming and Company's operations might negatively impact the natural environment	We continue to drive key sustainability initiatives across our businesses, even though we are a low-carbon emitting company. For the year, we could recycle 5.3K+ kgs of paper waste and 20.2K+ Kgs of E-waste . Our central Kitchen waste is sent to state-approved biogas vendors as a part of the waste disposable management policy. Although our electricity consumption has been a key focus area, to further reduce our Scope 2 emissions, we have taken measures such as usage of LED lights across our multiple office locations as a part of green energy initiatives.
Employee Training	Lack of proper training and skills in the workforce will lead to poor productivity & employee satisfaction	Our company is committed to providing utmost importance to proper skill development and upskilling of employees. Our HRMS tool provides mandatory learning for all employees and ensures every employee completes 40 hrs of learning in a year. HRMS tool constantly gets updated with new courses and modules to provide a wide range of knowledge to develop both technical and soft skills required for the growth and development of the employee, which boosts their productivity. In addition to the skill enhancement modules, compliance-based modules such as CoC, POSH, Insider Trading, ESG, ERM, etc. are completed by all employees annually. In FY24, employees underwent an avg. of ~ 43 hrs of training.
Compliance with labour laws	Lack of tracking and adherence to labour laws and regulations might seriously disrupt business operations, loss of reputation including fines and penalties	Given our diversified staffing business across multiple industries and sectors, there is an increased risk of non-compliance with regulatory labour requirements. Our central compliance team, along with the business compliance team, consistently monitor adherence to labour laws at central, state, and local levels. Important compliances like minimum wages, PF, ESI, PT, LWF, Gratuity, etc., are regularly tracked and reported periodically across the businesses

Our approach to risk management is designed to provide reasonable, but not absolute, assurance that our assets are safeguarded and the business risks are being assessed and mitigated. All information that must be disclosed, is reported to the senior management including the Chairman, Group CEO, Group CFO, Audit Committee and the Risk Management Committee of the Board.



# Cyber & Information Security

## Cyber Risk Management and Data Protection

At Qess Corp, we have built a strong cybersecurity and privacy framework that is integrated into all aspects of our operations. This system ensures compliance with the diverse regulatory requirements across the geographies where we operate. In today's rapidly changing business landscape, evolving regulatory frameworks are critical to addressing cybersecurity risks, data privacy, information security, and business continuity.

To mitigate these risks, our approach centers on transparency, balancing privacy with innovation, and fostering trust. We deploy stringent security measures, including advanced encryption protocols and secure data storage systems, while adhering to global privacy regulations and best practices. This commitment to data protection and privacy strengthens stakeholder confidence and promotes responsible data handling throughout the organization.

## Privacy Statement Framework

Our executive leadership is accountable for the effectiveness of our privacy and data security practices. In line with this responsibility, we have enhanced our privacy statement framework to underscore our dedication to safeguarding personal information. This framework covers collecting, using, disclosing and transferring personal information across Qess Corp's digital platforms, ensuring that the privacy of candidates, customers, vendors, and shareholders is protected.

Personal data collected is used to improve user experiences, resolve technical issues, maintain platform functionality, analyze usage patterns, respond to inquiries,

provide relevant content, and process job applications. Our data processing practices are based on legitimate interests or individual consent, adhering to applicable laws and regulations. Individuals have the right to access, rectify, update, or delete their personal information, and can object to data processing within the bounds of the law.

## Cybersecurity

Qess Corp demonstrates its unwavering commitment to maintaining a secure IT environment by implementing industry best practices and cybersecurity standards across its systems and infrastructure. Regular Vulnerability Assessment and Penetration Testing (VAPT) is conducted to detect and mitigate potential vulnerabilities, ensuring the security of critical applications and safeguarding the remote workforce.

The migration of all applications to a cloud-based infrastructure further enhances operational efficiency, enabling seamless functionality for employees working in remote areas. To protect the network from both known and unknown threats, Security Information and Event Management (SIEM) tools are deployed for continuous monitoring and threat detection.

Cybersecurity oversight is managed by a 12-member council, chaired

by the Chief Digital Officer. Platform and business IT Heads meet weekly to evaluate and refine security protocols. Additionally, all Personal Identification Information (PII) within Qess Corp's systems and products is encrypted to provide an extra layer of protection, ensuring the highest level of data security.

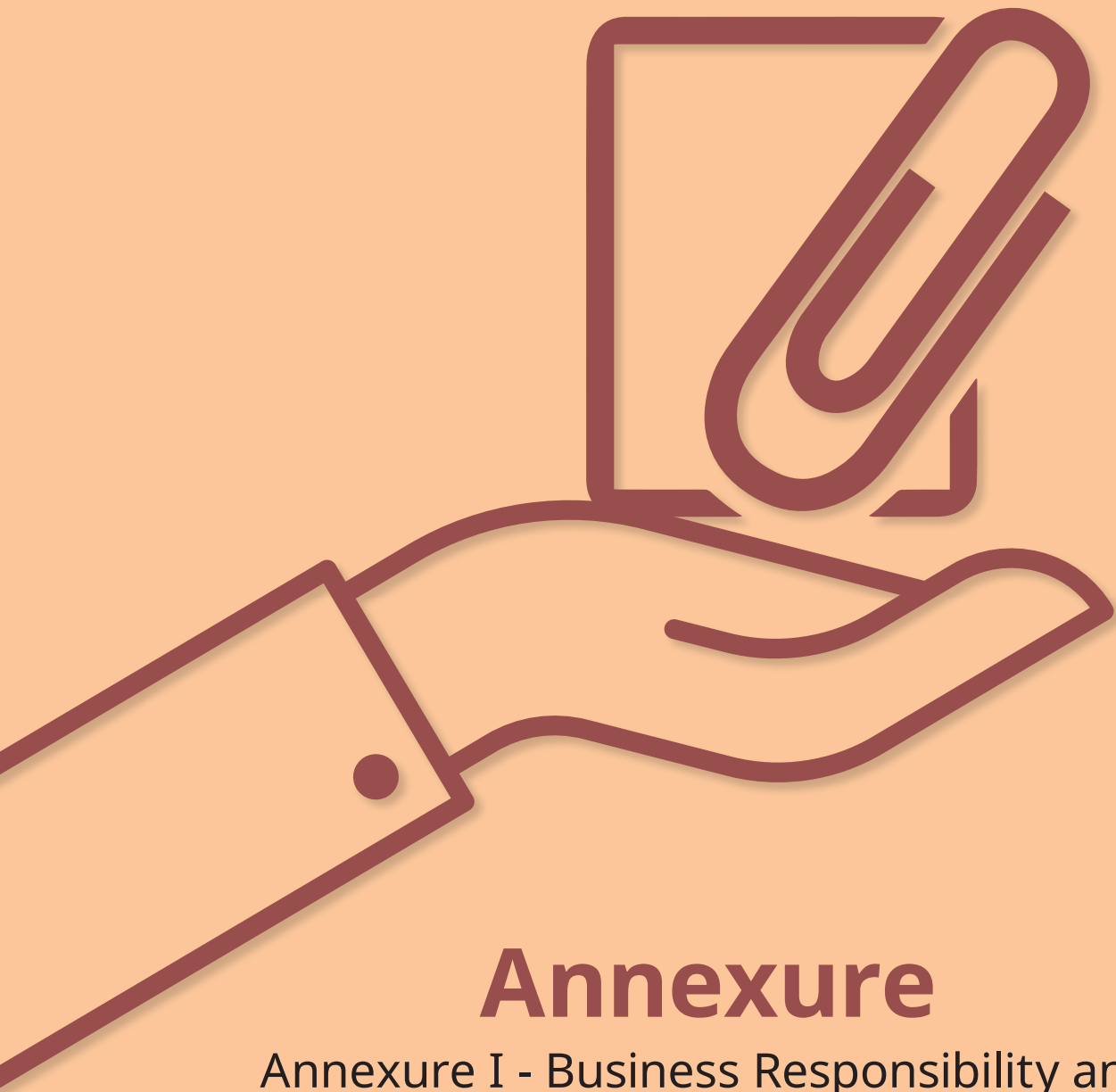
## Data Security

Qess Corp implements robust security protocols and procedures to protect personal information. Our security framework includes administrative, physical, and technical safeguards designed to prevent unauthorized access, ensuring the confidentiality, integrity, and availability of data. Through these measures, we maintain a resilient and secure digital environment that supports business operations while safeguarding sensitive information.

## Data Protection Officer

For any complaints or grievances related to the processing of personal information, individuals can reach out to our Data Protection Officer via email. We are dedicated to addressing and resolving all concerns promptly and effectively, ensuring that personal information is handled with the utmost care and in accordance with our privacy policies.





# Annexure

Annexure I - Business Responsibility and  
Sustainability Report (BRSR)

Annexure II - SASB Disclosure

Annexure III - ESG Policies

# Annexure I - Business Responsibility and Sustainability Report (BRSR)

## SECTION A: GENERAL DISCLOSURES

### I. Details of the listed entity

1	<b>Corporate Identity Number (CIN) of the Listed Entity</b>	L74140KA2007PLC043909
2	<b>Name of the Listed Entity</b>	Quess Corp Limited
3	<b>Year of incorporation</b>	2007
4	<b>Registered office address</b>	3/3/2, Bellandur Gate, Sarjapur Main Road, Bengaluru - 560103, Karnataka, India
5	<b>Corporate address</b>	3/3/2 Bellandur Gate, Sarjapur Main Road, Bengaluru - 560103, Karnataka, India
6	<b>E-mail</b>	<a href="mailto:investor@quesscorp.com">investor@quesscorp.com</a>
7	<b>Telephone</b>	08061056001
8	<b>Website</b>	<a href="http://www.quesscorp.com">www.quesscorp.com</a>
9	<b>Financial year for which reporting is being done</b>	1 April 2023 to 31 March 2024
10	<b>Name of the Stock Exchange(s) where shares are listed</b>	BSE Limited (BSE) National Stock Exchange of India Limited (NSE)
11	<b>Paid-up Capital</b>	₹ 1,485.10 million
12	<b>Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report</b>	Mr. Kundan K Lal Vice President & Company Secretary 080-61056001 <a href="mailto:cosecretary@quesscorp.com">cosecretary@quesscorp.com</a>
13	<b>Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together)</b>	The disclosures under this report are made on a consolidated basis. Quess Group comprises of Quess Corp Limited and its Subsidiaries, the details of which are given in point No. 23 of Section A of Business Responsibility and Sustainability Report (BRSR) and on page 67 of the Annual Report FY 2023-24.  All these entities are considered for the purpose of financial consolidation; however, for the purpose of reporting data and information in BRSR, we have considered Quess Corp Limited, its 12 Subsidiaries based on the management's assessment, the list of which are given as appendix to BRSR.
14	<b>Name of assurance provider</b>	Not Applicable (As per the SEBI Applicability Criteria)
15	<b>Type of assurance obtained</b>	Not Applicable (As per the SEBI Applicability Criteria)

### II: Products/services

16. Details of business activities (accounting for 90% of the turnover):

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Workforce Management	End-to-end HR services, from customized staffing services, expert talent acquisition, search and recruitment, payroll compliance, training and skill development, to manpower management	70.38%
2	Operating Management Asset	Facility management, security services, food services, or the more complex ERP, industrial, and cellular services	14.66%
3	Global Solutions* Technology	CLM and BPO Services, After-Sales Services, HR Outsourcing & Consulting Services, and Digital Transformation Services to Business Consulting Services and IT Consulting Services	12.25%
4	Product Led Businesses	Digital platforms for workforce hiring, management, engagement, and non-compensation benefits.	2.71%

\*Consolidated Basis.

17. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Workforce Management	7830	70.38%
2	Operating Asset Management	74909	14.66%
3	Global Technology Solutions*	62099	12.25%
4	Product Led Businesses	62099	2.71%

\*Consolidated Basis.

### III. Operations

18. Number of locations where plants and/or operations/offices of the entity are situated:

Location	Number of plants	Number of offices	Total
National	Nil	70	70
International	Nil	13	13

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	24
International (No. of Countries)	8

b. What is the contribution of exports as a percentage of the total turnover of the entity?

Less than 1% (Standalone)

c. A brief on types of customers

Quess is one of India's largest private sector companies and a diversified business services provider with a host of technology-enabled staffing and managed outsourcing services across processes such as staffing, facility management, customer care, after-sales service, telecom operations, manufacturing operations, HR & F&A operations, IT & mobility services, etc. We cater to a wide range of B2B segments, delivering comprehensive solutions across multiple industries.

### IV. Employees

20. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No.(B)	%(B/A)	No. (C)	%(C/A)
<b>EMPLOYEES</b>						
1	Permanent (D)	8,734	5,492	63%	3,242	37%
2	Other than Permanent (E)	461	198	43%	263	57%
3	<b>Total employees (D + E)</b>	<b>9,195</b>	<b>5,690</b>	<b>62%</b>	<b>3,505</b>	<b>38%</b>
<b>WORKERS :</b>						
4	Permanent (F)	5,13,700	4,21,217	82%	92,483	18%
5	Other than Permanent (G)	51,850	43,292	83%	8,558	17%
6	<b>Total employees (F+ G)</b>	<b>5,65,550</b>	<b>4,64,509</b>	<b>82%</b>	<b>1,01,041</b>	<b>18%</b>

b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No.(B)	%(B/A)	No. (C)	%(C/A)
<b>DIFFERENTLY ABLED EMPLOYEES*</b>						
1	Permanent (D)	8	7	88%	1	13%
2	Other than Permanent (E)	-	-	-	-	-
3	<b>Total differently abled employees (D + E)</b>	<b>8</b>	<b>7</b>	<b>88%</b>	<b>1</b>	<b>13%</b>
<b>DIFFERENTLY ABLED WORKERS:</b>						
4	Permanent (F)	504	444	88%	60	12%
5	Other than Permanent (G)	-	-	-	-	-
6	<b>Total employees (F+ G)</b>	<b>504</b>	<b>444</b>	<b>88%</b>	<b>60</b>	<b>12%</b>

21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No.(B)	%(B/A)
Board of Directors	8	1	12.5
Key Management Personnel	3	0	0

22. Turnover rate for permanent employees and workers

(Disclose trends for the past 3 years)

	FY- 2024 (Turnover rate in current FY)			FY- 2023 (Turnover rate in previous FY)			FY- 2022 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
<b>Permanent Employees</b>	48.6%	38.5%	41.4%	47.0%	61.5%	50.8%	47.3%	56.0%	49.5%
<b>Permanent Workers</b>	72%	17%	89%	-	-	-	-	-	-

V. Holding, Subsidiary and Associate Companies (including joint ventures)

23. (a) Names of holding / subsidiary / associate companies / joint ventures

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Agency Pekerjaan Quess Recruit Sdn. Bhd.	Associate	49%	No
2	Agensi Pekerjaan Monster Malaysia Sdn Bhd	Subsidiary	49%	No
3	Allsec Technologies Limited	Subsidiary	73.39%	Yes
4	Allsectech Inc., USA	Subsidiary	100%	No
5	Allsectech Manila Inc., Philippines	Subsidiary	100%	No
6	Bluspring Enterprises Limited	Subsidiary	100%	No
7	Billion Careers Private Limited	Subsidiary	100%	Yes
8	Brainhunter Systems Limited	Subsidiary	100%	No
9	Comtelink SDN. BHD	Subsidiary	100%	No
10	Digitide Solutions Limited	Subsidiary	100%	No
11	Excelus Learning Solutions Private Limited	Subsidiary	100%	Yes

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
12	Heptagon Technologies Private Limited	Subsidiary	100%	Yes
13	MFXchange (USA), Inc.	Subsidiary	100%	No
14	MFXchange Holdings, Inc.	Subsidiary	100%	No
15	Mindwire Systems Limited	Subsidiary	100%	No
16	Monster.com (India) Private Limited	Subsidiary	83.12%	Yes
17	Monster.com HK Limited	Subsidiary	100%	No
18	Monster.com.SG Pte Limited	Subsidiary	100%	No
19	Quess (Philippines) Corp	Subsidiary	100%	No
20	Quess Corp (USA) Inc.	Subsidiary	100%	No
21	Quess Corp Lanka (Private) Limited	Subsidiary	100%	No
22	Quess Corp NA LLC	Subsidiary	100%	No
23	Quess Corp Vietnam Limited Liability Company	Subsidiary	100%	No
24	Quess East Bengal FC Private Limited	Subsidiary	100%	No
25	Quess International Services Private Limited	Subsidiary	100%	Yes
26	Quess Recruit Inc.	Associate	25%	No
27	Quess Selection & Services Pte Ltd	Subsidiary	100%	No
28	Quesscorp Holdings Pte. Limited	Subsidiary	100%	No
29	Quesscorp Singapore Pte Ltd	Subsidiary	100%	No
30	Quessglobal (Malaysia) Sdn. Bhd	Subsidiary	100%	No
31	Stellarslog Technovation Private Limited	Subsidiary	100%	Yes
32	Terrier Security Services (India) Private Limited	Associate	48.05%	Yes
33	Trimax Smart Infraprojects Private Limited	Subsidiary	100%	Yes
34	Vedang Cellular Services Private Limited	Subsidiary	96.97%	Yes

## VI. CSR Details

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)

Yes

(ii) Turnover (in Million)

₹ 1,55,711.84 (Standalone)

(iii) Net worth (in Million.)

₹ 26,889.69 (Standalone)

Note: We have provided the turnover and net worth on a standalone as CSR is applicable based on the eligibility criteria for the respective entity.

**VII. Transparency and Disclosures Compliances**

25. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/ No) (If Yes, then provide web-link for grievance redress policy)	FY- 2024 Current Financial Year			FY- 2023 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes, <a href="https://www.quesscorp.com/corporate-governance/">https://www.quesscorp.com/corporate-governance/</a>	0	0	NIL	0	0	NIL
Investors (other than shareholders)	Yes, <a href="https://www.quesscorp.com/corporate-governance/">https://www.quesscorp.com/corporate-governance/</a>	0	0	NIL	0	0	NIL
Shareholders	Yes, <a href="https://www.quesscorp.com/corporate-governance/">https://www.quesscorp.com/corporate-governance/</a>	14	0	All 14 disposed off	7	0	All 7 disposed off
Employees and workers	Yes, <a href="https://www.quesscorp.com/corporate-governance/">https://www.quesscorp.com/corporate-governance/</a>	33	0	All 33 disposed off	0	0	NIL
Customers	Yes, <a href="https://www.quesscorp.com/corporate-governance/">https://www.quesscorp.com/corporate-governance/</a>	0	0	NIL	0	0	NIL
Value Chain Partners	Yes, <a href="https://www.quesscorp.com/corporate-governance/">https://www.quesscorp.com/corporate-governance/</a>	0	0	NIL	0	0	NIL
Other (please specify)	Yes, <a href="https://www.quesscorp.com/corporate-governance/">https://www.quesscorp.com/corporate-governance/</a>	0	0	NIL	6	0	All 6 disposed off (Clarifications were sought by SEBI and Stock Exchange which were satisfactorily replied/ resolved)

Note: Does not include Posh Complaint

## 26. Overview of the entity's material responsible business conduct issues

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications.

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Transformation & Automation	R	Constant changes in technologies and automation.	<p>In the era of digital transformation, we give much importance to digital needs by constantly improving and updating our digital platforms.</p> <p>We are constantly moving our business to digital and well-organised data management systems thereby improving and providing better customer services and satisfaction to our clients and stakeholders.</p> <p>This helps us to upscale our business and better customer service.</p> <p>Leveraging our industry domain knowledge with technology, helps us provide unique business solutions and value propositions to our customers with our tech-applications such as Qjobs, WorQ, Dash, HR modules, etc.</p>	Positive Implications
2	Cyber Security & Data Protection	R	Data is of paramount importance, and ensuring its safeguarding is crucial	Our Cyber Security Council, chaired by the Chief Technology Officer and business IT Heads, meets periodically, with a specific focus on cyber security and data protection risks. Furthermore, the Committee monitors emerging practices and technologies to improve IT systems and infrastructure. Firewall and real-time security monitoring systems to secure our IT environment. Initiatives like VAPT, SIEM, DLP, MDM, etc., have significantly strengthened our security posture	Positive Implications
3	Safety at Work	R	Ensuring employee safety and security in a challenging environment to prevent injuries and casualties.	Our comprehensive Health, Safety and Environment Conservation Policy and the Emergency Procedure Policy govern procedures for our employee safety and incident management. The employee app-based HRMS tool includes an upgraded workflow dedicated to safety incident reporting. The Unified Help Desk (UHD) is responsible for actively monitoring and responding to incidents reported through the app. Mandatory safety training during induction and yearly refreshers, along with job-specific training, boost awareness and adherence to safety protocols	Positive Implications

4	Diversity & Inclusion	R	Low productivity of the workforce due to the lack of diversity, inequality, talent, etc.	Quess is dedicated to sourcing talent from diverse backgrounds worldwide, fostering a distinctive work culture that optimizes our potential and enhances our customers' productivity. Our Company's commitment to Equal Employment Opportunity Policy reiterates the organisation's commitment towards non-discrimination of candidates based on age, colour, sex, disability, marital status, race, religion and sexual orientation. Through our partnerships with various NGOs, we successfully induced PWD associates into the workforce. In alignment with the Prime Minister's initiative for NARI SHAKTI, our immediate objective is to enhance gender diversity among core employees to 50% (currently at 36%) through strategic talent acquisitions by next year. Numerous workshops are conducted to attract talent in line with this goal.	Positive Implications
5	Climate Changes & reduction of Carbon Footprint	R	Global warming and Company's operations might negatively impact the natural environment	We continue to drive key sustainability initiatives across our businesses, even though we are a low-carbon emitting company. For the year, we could recycle 5.3K+ kgs of paper waste and 20.2K+ Kgs of E-waste. Our central Kitchen waste is sent to state-approved biogas vendors as a part of the waste disposable management policy. Although our electricity consumption has been a key focus area, to further reduce our Scope 2 emissions, we have taken measures such as usage of LED lights across our multiple office locations as a part of green energy initiatives.	Positive Implications
6	Employee Training	R	Lack of proper training and skills in the workforce will lead to poor productivity & employee satisfaction	Our company is committed to providing utmost importance to proper skill development and upskilling of employees. Our HRMS tool provides mandatory learning for all employees and ensures every employee completes 40 hrs of learning in a year. HRMS tool constantly gets updated with new courses and modules to provide a wide range of knowledge to develop both technical and soft skills required for the growth and development of the employee, which boosts their productivity. In addition to the skill enhancement modules, compliance based modules such as CoC, POSH, Insider Trading, ESG, ERM, etc. are completed by all employees annually. In FY24, employees underwent an avg. of ~ 43 hrs of training.	Positive Implications
7	Compliance with labour laws	R	Lack of tracking and adherence to labour laws and regulations might seriously disrupt business operations, loss of reputation including fines and penalties	Given our diversified staffing business across multiple industries and sectors, there is an increased risk of non-compliance with regulatory labour requirements. Our central compliance team, along with the business compliance team, consistently monitor adherence to labour laws at central, state, and local levels. Important compliances like minimum wages, PF, ESI, PT, LWF, Gratuity, etc., are regularly tracked and reported periodically across the businesses	Negative Implications

## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy And Management Processes</b>									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)					Yes				
b. Has the policy been approved by the Board? (Yes/No)					Yes				
c. Web Link of the Policies, if available					<a href="https://www.quesscorp.com/corporate-governance">https://www.quesscorp.com/corporate-governance</a>				
2. Whether the entity has translated the policy into procedures. (Yes / No)					Yes				
3. Do the enlisted policies extend to your value chain partners? (Yes/ No)					Yes				
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.					Companies Act 2013, ISO standards, GPTW, UNSDG, FSSAI, and BIS				
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.					We have specific commitments and targets for FY25				
					1. 5 million digital job opportunities				
					2. 50% women core workforce				
					3. 20% emission intensity reduction				
					4. 100% ESG compliance new vendors				
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.					1. We have over 7.7 million job opportunities on Qjobs, out of which 2 million jobs were created in FY24.				
					2. 38% Core women employees and 18% associate women employees				
					3. 19% reduction in emissions intensity from baseline year of FY22				
					4. 93% ESG compliance new vendor.				

### Governance, leadership and oversight

7: Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	Refer CEO Speech section of the Annual Report 2024 on page no. 19
8: Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr. Guruprasad Srinivasan, Executive Director and Group CEO.
9: Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes, refer Board Committee section of the Annual Report 2024 on page no. 110.

10: Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	The Board of Directors meets periodically to evaluate operational performance across various aspects, including adherence to NGRBC principles. This evaluation involves board-level committees and the leadership team.																	
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances																		

	P1	P2	P3	P4	P5	P6	P7	P8	P9
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	No								

12: If answer to question (1) above is “No” i.e. not all Principles are covered by a policy, reasons to be stated:

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)	No								
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	No								
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	No								
It is planned to be done in the next financial year (Yes/No)	No								
Any other reason (please specify)	Not Applicable								

## SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

### PRINCIPLE 1 Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.

1. Percentage coverage by training and awareness programmes on any of the principles during the financial year:

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	% age of persons in respective category covered by the awareness programmes
Board of Directors	20	All principles covered	100%
Key Managerial Personnel	23	All Principles Covered	100%
Employees other than BoD and KMPs	2379	All Principles Covered	100%
Workers*	0	Not Applicable	0%

\*Training to the workers is provided by the clients at their site.

2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year

Nil

3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.

Nil

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.

Yes, Qess Corp's Anti-Bribery and Anti-Corruption Policy unequivocally prohibits the offering, giving, receiving, or soliciting of any form of bribe or corrupt payment, whether directly or indirectly. This encompasses all interactions, including those involving government officials, third-party agents, and suppliers. The policy not only outlines clear guidelines for recognizing and mitigating potential risks of bribery and corruption but also underscores the critical importance of maintaining precise books and records. Furthermore, it mandates employees to promptly report any suspicious activity they encounter. In the event of a policy breach, the company imposes disciplinary measures, which may include termination of employment or contracts. Additionally, Qess Corp reserves the right to report suspected violations to the relevant authorities.

<https://quesscorp.com/investor/dist/images/pdf/Policies/Anti-Bribery-Anti-Corruption-Policy.pdf>

5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:

Nil

6. Details of complaints with regard to conflict of interest:

Nil

7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

Nil

8. Number of days of accounts payables ((Accounts payable \*365) / Cost of goods/services procured) in the following format:

	FY - 2024 (Current Financial Year)	FY - 2023 (Previous Financial Year)
Number of days of account payables*	27	19

\*On a Standalone basis.

9. Open-ness of business

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

Sr. no	Parameter	Metrics	FY - 2024 (Current Financial Year)	FY - 2023 (Previous Financial Year)
a	Concentration of Purchases	Purchases from trading houses as % of total purchases	Nil	Nil
b	Concentration of Purchases	Number of trading houses where purchases are made from	Nil	Nil
c	Concentration of Purchases	Purchases from top 10 trading houses as % of total purchases from trading houses	Nil	Nil
a	Concentration of Sales	Sales to dealers / distributors as % of total sales	Nil	Nil
b	Concentration of Sales	Number of dealers / distributors to whom sales are made	Nil	Nil
c	Concentration of Sales	Sales to top 10 dealers / distributors as % of total sales to dealers/ distributors	Nil	Nil
a	Share of RPTs in	Purchases (Purchases with related parties / Total Purchases)	5.85%	6.24%
b	Share of RPTs in	Sales (Sales to related parties / Total Sales)	0.59%	0.59%
c	Share of RPTs in	Loans & advances (Loans & advances given to related parties / Total loans & advances)	99.41%	98.22%
d	Share of RPTs in	Investments (Investments in related parties / Total Investments made)	96.58%	100%

**PRINCIPLE 2 Businesses should provide goods and services in a manner that is sustainable and safe**

- Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.

Nil

- Does the entity have procedures in place for sustainable sourcing? (Yes/No)

Yes

- If yes, what percentage of inputs were sourced sustainably?

93%, During the vendor onboarding process, we mandate adherence to our ESG (Environmental, Social, and Governance) framework and require acceptance of our Vendor Code of Conduct Policy.

- Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.

Not Applicable, we do not manufacture any products.

- Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same

Not Applicable.

**PRINCIPLE 3 Businesses should respect and promote the well-being of all employees, including those in their value chains**

1. a. and b. Details of measures for the well-being of employees and workers:

Category	% of employees covered by										
	Total (A)	Health insurance*		Accident insurance*		Maternity benefits*		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
<b>Permanent employees</b>											
Male	5,690	5,690	100%	5,690	100%	-	-	5,690	100%	-	-
Female	3,505	3,505	100%	3,505	100%	3,505	100%	-	-	-	-
<b>Total</b>	<b>9,195</b>	<b>9,195</b>	<b>100%</b>	<b>9,195</b>	<b>100%</b>	<b>3505</b>	<b>38%</b>	<b>5690</b>	<b>62%</b>	-	-
<b>Permanent workers</b>											
Male	4,64,509	3,05,965	66%	3,47,696	75%	-	-	-	-	-	-
Female	1,01,041	61,422	61%	65,772	65%	1,01,041	100%	-	-	-	-
<b>Total</b>	<b>5,65,550</b>	<b>3,67,387</b>	<b>65%</b>	<b>4,13,468</b>	<b>73%</b>	<b>1,01,041</b>	<b>18%</b>	-	-	-	-

\*All employees are covered based on statutory requirements, as applicable

c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format -

	FY-2024 Current Financial Year	FY-2023 Previous Financial Year
Cost incurred on well-being measures as a % of total revenue of the company	0.25%	0.20%

2. Details of retirement benefits, for Current FY and Previous Financial Year.

Benefits	FY-2024 Current Financial Year			FY-2023 Previous Financial Year		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	88%	Yes	100%	100%	Yes
Gratuity	100%	90%	Yes	100%	100%	Yes
ESI	10%	67%	Yes	100%	100%	Yes

Note: We have considered only permanent employees.

3. Accessibility of workplaces

Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

Yes, our offices prioritize accessibility for persons with disabilities (PWD) by implementing various infrastructure measures such as railings, ramps, lifts, and clear signage throughout the premises.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

Yes,

<https://www.quescorp.com/investor/dist/images/pdf/Policies/Equal-Employment-Opportunity-Policy.pdf>

5. Return to work and Retention rates of permanent employees and workers that took parental leave.

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%	-	-
Female	67%	48%	100%	57%
<b>Total</b>	<b>71%</b>	<b>54%</b>	<b>100%</b>	<b>57%</b>

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief.

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Employees and Other than Permanent Employees	<p>Yes,</p> <p>Quess has a strong commitment to complying with the law and upholding high standards of corporate governance, conduct, and business ethics. Employees, customers, and third-party intermediaries can use the procedures set out in Whistleblower Policy to submit confidential and/or anonymous complaints.</p> <p>The policy provides a framework for promoting responsible and secure whistleblowing, protecting those wishing to raise concerns about serious irregularities within the company. The policy also aims to ensure that all concerns or complaints are received, investigated, and addressed in a fair, confidential, and timely manner. Further, we have Unified Help Desk (UHD) to address employee grievances. UHD is automated with features such as a ticketing system, smart escalations, vernacular language support as well as call-back mechanisms to enhance transparency and responsiveness. The company's UHD is an automated system that supports non-permanent employees with their grievances. It offers multiple response mechanisms such as calls and chatbots. UHD is integrated with the online workforce management platform, WorQ for our non-permanent employees.</p>

7. Membership of employees and worker in association(s) or Unions recognised by the listed entity:

Nil

8. Details of training given to employees and workers:

Category	FY-2024 Current Financial Year					FY-2023 Previous Financial Year				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
Male	5,690	5,690	100%	5,263	92%	4,020	4,020	100%	4,020	100%
Female	3,505	3,505	100%	3,221	92%	1,567	1,567	100%	1,567	100%
<b>Total</b>	<b>9,195</b>	<b>9,195</b>	<b>100%</b>	<b>8,484</b>	<b>92%</b>	<b>5,587</b>	<b>5,587</b>	<b>100%</b>	<b>5,587</b>	<b>100%</b>

**Workers:** Training to the workers are provided by the customers.

Note: We have considered only permanent employees.

9. Details of performance and career development reviews of employees and worker:

Category	FY-2024 Current Financial Year			FY-2023 Previous Financial Year		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
<b>Employees</b>						
Male	5,690	5,492	97%	4,020	4,020	100%
Female	3,505	3,128	89%	1,567	1,567	100%
<b>Total</b>	<b>9,195</b>	<b>8,620</b>	<b>94%</b>	<b>5,587</b>	<b>5,587</b>	<b>100%</b>

**Workers:** Performance rating are provided by the customers.

Note: We have considered only permanent employees.

10. a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?

Quess Corp Limited is dedicated to preserving the environment and ensuring safe, healthy working conditions for our employees, visitors, and customers. To facilitate this commitment, we've introduced an Incident Management Tool within the WorQ App. This tool empowers employees to report incidents, safety concerns, health hazards, or grievances promptly. The Unified Help Desk (UHD) and respective business representatives promptly address these reports, ensuring resolution within the company's specified turnaround time (TAT).

- b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

Regular workplace inspections are conducted to detect potential hazards and evaluate their risk levels. Job hazard analyses are performed to identify specific risks related to tasks or roles. Safety inspections assess the overall effectiveness of the safety program and highlight areas for enhancement. In the event of an incident, thorough investigations are conducted to ascertain the root cause and prevent recurrence. Additionally, employees undergo safety training to bolster their awareness of workplace hazards and acquaint them with the requisite safety protocols. These measures collectively foster a safe and secure work environment.

- c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)

Yes

- d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)

Yes

11. Details of safety related incidents, in the following format:

Safety Incident/Number	Category	FY-2024 Current Financial Year	FY-2023 Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil
	Workers	Not Applicable	Not Applicable
Total recordable work-related injuries	Employees	Nil	Nil
	Workers	Not Applicable	Not Applicable
No. of fatalities	Employees	Nil	Nil
	Workers	Not Applicable	Not Applicable
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	Not Applicable	Not Applicable

Note: We have considered only permanent employees.

12. Describe the measures taken by the entity to ensure a safe and healthy workplace.

- 1) **Safety Policies and Procedures Implementation:** The entity has instituted comprehensive safety policies and procedures, ensuring all employees understand their roles and obligations in maintaining a safe workplace.
- 2) **Safety Training:** The entity conducts regular safety training sessions for employees, ensuring awareness of job-related risks and effective mitigation strategies.
- 3) **Hazard Identification and Risk Assessment:** Routine assessments are conducted to identify potential hazards and evaluate associated risks, fostering proactive safety measures.
- 4) **Provision of Personal Protective Equipment (PPE):** Employees are provided with appropriate PPE to mitigate injury or illness risks, promoting a safer work environment.
- 5) **Equipment and Machinery Maintenance:** The entity ensures regular maintenance and servicing of all equipment and machinery, minimizing breakdowns and associated safety hazards.
- 6) **Encouraging Incident Reporting:** Employees are encouraged to report safety incidents and near-misses, facilitating prompt corrective action to prevent recurrence.
- 7) **Safety Audits:** Regular safety audits are conducted to verify compliance with safety protocols and identify areas for enhancement, ensuring ongoing safety improvements.
- 8) **Emergency Preparedness Mock Drills:** The entity conducts fire and earthquake mock drills to prepare employees for emergency response scenarios, enhancing overall safety preparedness.

13. Number of Complaints on the following made by employees and workers:

Nil

14. Assessments for the year:

	<b>% of your plants and offices that were assessed (by entity or statutory authorities or third parties)</b>
Health & safety practices	5%
Working Conditions	

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.

We have integrated an Incident Management Tool into the Worq application specifically for our non-permanent employees. Through this tool, employees can promptly report incidents, safety concerns, health hazards, or grievances. These reports are then addressed by the Unified Help Desk (UHD) along with the respective business representatives. Our commitment to resolving these issues within the company's specified turnaround time (TAT) ensures efficient handling and resolution of all reported matters, fostering a safer work environment for everyone.

**PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders**

1. Describe the processes for identifying key stakeholder groups of the entity

The Company has identified key stakeholders as part of its ESG framework and intends to work with them to improve their well-being and add value to the Company's business chain. The stakeholders who are impacted economically and socially are the most interacted with, and whom the Company can support. The key stakeholders include customers, suppliers, government and regulatory authorities, investors/shareholders, employees, business partners, and the wider communities that we serve. As India's leading business services provider, the Company believes that its human capital is its greatest strength. Based on the above, the Company has mapped and identified internal and external stakeholders, including disadvantaged, vulnerable, and marginalized stakeholders. Internal stakeholders have a direct relationship with the company, while external key stakeholders are affected by the business but do not directly work with the company. Investors are significant stakeholders with whom the Company shares a strong relationship and a deep understanding of their expectations. Customers reflect the Company's commitment, while employees enable the creation of value for customers and the organization and enjoy fulfilling careers. Lastly, suppliers help deliver business value.

2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	Websites, E-mails, social media, Virtual Meetings	Annually	To ensure customer stewardship in terms of transparency and informed choices, for stronger customer relationships and to enhance the business while addressing any issues that customers may have.
Investors/ Shareholders	No	Regulatory audits and inspections, environmental compliance, policies, good governance, statutory corporate filings, and direct interactions on a caseby- case basis.	Quarterly, Annually	Discuss the company's financial performance and strategic priorities. As per SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, the company's website has a dedicated functional segment called 'Investor Relations' which contains all the information intended for shareholders, including details about directors, financial statements, annual reports, codes, and policies.
Business Partners	No	Mailers, News Bulletins, Brochures, Social Media, Website	Weekly, Monthly, Annually	Stronger partnerships to increase reach and enhance ethical business practices, fair business practices, and governance.
Suppliers	No	Supplier and vendor meetings, binding agreement policies, IT-enabled information sharing tools and recognition platforms, dialogue on industry initiatives, calls, and training and workshops.	Annually	Quality improvement and capacity-building measures and to discuss their vision and mission, business plans, and supplier awards.
Employees	No	Trainings, Conferences, Website, E-mails, Meetings and Internal management development programmes	Weekly, Monthly, Annually	<ul style="list-style-type: none"> <li>Proposing measures to increase employee competency at work as well as promote work-life balance.</li> <li>Learning opportunities,</li> <li>Building a safety culture and inculcating safe work practices among employees</li> <li>Improving diversity and inclusion.</li> <li>Effective grievance mechanisms</li> </ul>
Government and Regulatory Authorities	No	Regulatory audits and inspections, environmental compliance, policies, good governance, statutory corporate filings, and direct interactions on a caseby- case basis.	Annually and as per requirements	<ul style="list-style-type: none"> <li>Report and compliances on Legal and Regulatory Requirements.</li> <li>Discussions with regards to various regulations and amendments, inspections, and approvals</li> </ul>
Communities	Yes	CSR activities, site visits, participation in events, meetings and briefings, official communication channels (including emails, advertisements, publications, websites, and social media).	Frequent and need based	Implementing community initiatives and helping them to attain a better standard of living. For making a difference in society and creation an impact through our CSR initiatives and understand areas of sustainable development

**PRINCIPLE 5 Businesses should respect and promote human rights**

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY-2024 Current Financial Year			FY-2023 Previous Financial Year		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
<b>Employees*</b>						
Permanent	8,734	8,304	95%	5,174	5,174	100%
Other than Permanent	461	461	100%	413	413	100%
<b>Total Employees</b>	<b>9,195</b>	<b>8,765</b>	<b>95%</b>	<b>5,587</b>	<b>5,587</b>	<b>100%</b>

**Workers: Training to the workers are provided by the customers wherever applicable.**

Note: We have considered only permanent employees.

2. Details of minimum wages paid to employees and workers:

Minimum wage rates in scheduled employments vary due to several factors including the state, sector, skill level, region, and occupation. Consequently, there isn't a uniform minimum wage rate applicable nationwide. However, companies are obligated to adhere to minimum wage notifications issued by central and state bodies for various establishments under minimum wage Acts and Rules, ensuring that minimum wages are met. The revision cycle for minimum wages may differ for each state, necessitating ongoing compliance monitoring and adjustments by employers to uphold labour standards.

3. a. Details of remuneration/salary/wages, in the following format:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	6	₹ 0.7375 million	1	₹ 1.525million
Key Managerial Personnel	3	₹ 21.867million	0	0
Employees other than BoD and KMP	5,685	₹ 0.864 million	3,505	₹ 0.628 million

Workers: **Not Applicable**

3. b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

	FY - 2024 Current Financial Year	FY - 2023 Previous Financial Year
Gross wages paid to females as % of total wages	38%	24%

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Yes

5. Describe the internal mechanisms in place to redress grievances related to human rights issues.

Quess Corp maintains a comprehensive Human Rights Policy that extends to all employees, vendors, and suppliers within its purview. The policy outlines clear procedures for raising grievances and reporting any breaches of policies or procedures confidentially and anonymously. Importantly, it guarantees protection from retaliation for individuals reporting such breaches. This commitment underscores Quess Corp's dedication to upholding human rights principles across its operations and ensuring a safe and respectful work environment for all stakeholders.

6. Number of Complaints on the following made by employees and workers:

	FY-2024 Current Financial Year			FY-2023 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	48	3	Under Process	-	-	Nil
Discrimination at workplace	-	-	Nil	-	-	Nil
Child Labour	-	-	Nil	-	-	Nil
Forced Labour/Involuntary Labour	-	-	Nil	-	-	Nil
Wages	-	-	Nil	-	-	Nil
Other human rights related issues	-	-	Nil	-	-	Nil

7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

	FY-2024 Current Financial Year	FY-2023 Previous Financial Year
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	48	-
Complaints on POSH as a % of female employees / workers	0.046%	-
Complaints on POSH upheld	37	-

8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.

All employees undergo mandatory training on human rights, with annual sign-offs required to ensure understanding and compliance. The Unified Help Desk (UHD) stands ready to receive and address grievances promptly and effectively. Moreover, key policies including the Human Rights Policy, Equal Employment Policy, Health Safety, and Environmental Conservation Policy are accessible via the HRMS tool and the company website, ensuring transparency and easy reference for all stakeholders. These measures underscore our commitment to upholding human rights, fostering equality, and promoting a safe and sustainable work environment.

9. Do human rights requirements form part of your business agreements and contracts? (Yes/No)

Yes, Quess policies, including the Whistleblower's Policy, Vendor Code of Conduct Policy, Health Safety and Environmental Conservation Policy, and Human Rights Policy, are not only applicable to employees but also extend to customers, vendors, and third-party intermediaries. This broad scope ensures consistent adherence to ethical standards and responsible practices across all interactions and engagements involving Quess Corp. By applying these policies universally, we uphold our commitment to integrity, sustainability, and respect for human rights throughout our operations and interactions with all stakeholders.

10. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	Quess internally monitors compliance with all relevant laws and policies pertaining to these issues at 100% of its offices. There has been no observation by local authority for entity's premises and offices.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others - please specify	

11. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 10 above.

Not Applicable

**PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment**

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	FY-2024 Current Financial Year	FY-2023 Previous Financial Year
<b>Energy Consumption Sources (in Giga Joules)</b>		
<b>From renewable sources</b>		
Total electricity consumption (A)	-	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
<b>Total energy consumption (A+B+C)</b>	-	-
<b>From non-renewable sources</b>		
Total electricity consumption (D)	76,696.45 GJ	52787.90GJ
Total fuel consumption (E)	3,290.68 GJ	2257.32 GJ
Energy consumption through other sources (F)	-	-
<b>Total energy consumption (D+E+F)</b>	79,987.13 GJ	55,045.22 GJ
<b>Total energy consumption (A+B+C+D+E+F)</b>	<b>79,987.13 GJ</b>	<b>55,045.22 GJ</b>
<b>Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees) *</b>	<b>0.46 GJ/₹million</b>	<b>0.33 GJ/₹million</b>
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)*	10.43 GJ/PPP	7.51 GJ/PPP
Energy intensity in terms of physical output	-	-
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

\* The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published for the year 2022 by the World Bank for India, which is 22.88.

\* For the calculation of energy intensity, we have excluded the turnover of our Foreign Entities.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency

No

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

Not Applicable

3. Provide details of the following disclosures related to water, in the following format:

Parameter	FY-2024 Current Financial Year	FY-2023 Previous Financial Year
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	-	-
(ii) Groundwater	-	76,146 KL
(iii) Third party water	218280.51 KL	-
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
<b>Total volume of water withdrawal(in kilolitres) (i + ii + iii + iv + v)</b>	<b>2,18,280.51 KL</b>	<b>76,146 KL</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>2,18,280.51 KL</b>	<b>76,146 KL</b>
<b>Water intensity per rupee of turnover (Water consumed / turnover)*</b>	<b>1.24 KL/ ₹million</b>	<b>0.45 KL /₹million</b>
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	<b>28.47 KL/PPP</b>	<b>10.38 KL/PPP</b>
Water intensity in terms of physical output	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

\* For the calculation of water intensity, we have excluded the turnover of our Foreign Entities.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency

No

4. Provide the following details related to water discharged:

Sr. no	Parameter	FY - 2024 (Current Financial Year)	FY - 2023 (Previous Financial Year)
<b>Water discharge by destinations and level of treatment (In Kilolitres)</b>			
1	To Surface water	-	-
	No treatment	-	-
	With treatment – please specify level of treatment	-	-
2	To Groundwater	-	-
	No treatment	-	-
	With treatment – please specify level of treatment	-	-
3	To Seawater	-	-
	No treatment	-	-
	With treatment – please specify level of treatment	-	-
4	Sent to third-parties	-	-
	No treatment	-	-
	With treatment – please specify level of treatment	-	-
5	Others	-	-
	No treatment (Municipal Sewage Line)	<b>65484.15 KL</b>	-
	With treatment – please specify level of treatment	-	-
	<b>Total water discharged (in kilolitres)</b>	<b>65484.15 KL</b>	-

\* The Company's water usage is designated solely for human consumption. With our 70 offices located in rental properties, we currently lack the means to monitor water discharged directly. Nonetheless, we have taken steps to promote

responsible water use. Selected branches have been equipped with sensor-based taps, aerator taps, and dual flush mechanisms to ensure judicious water consumption.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency

No

5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.

No

6. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

As a business service provider, Quess primarily operates with minimal air emissions, mainly arising from the use of diesel generator sets during power outages. Quess ensures compliance with the Air (Prevention & Control of Pollution) Act (1981) by obtaining necessary consent for operating diesel generator sets. Compliance includes adhering to specified stack emission parameters such as nitrous oxide, non-methane hydrocarbons, carbon monoxide, particulate matter, etc. Stack emission monitoring is conducted at the required frequency outlined in the Consent To Operate (CTO) for generator sets, ensuring that emissions remain within permissible limits and environmental standards are upheld.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency

No

7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:

Parameter	Unit	FY-2024 Current Financial Year	FY-2023 Previous Financial Year
Total Scope 1 Emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	tCO <sub>2</sub> e	1,647.31	2260.02
Total Scope 2 Emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	tCO <sub>2</sub> e	12,946.79	11,584.01
<b>Total Scope 1 and Scope 2 emissions per rupee of turnover</b>	<b>tCO<sub>2</sub>e/₹million</b>	<b>0.08</b>	<b>0.08</b>
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> <b>(Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)*</b>	<b>tCO<sub>2</sub>/PPP</b>	<b>1.904</b>	<b>1.889</b>
Total Scope 1 and Scope 2 emission intensity in terms of physical output	-	-	-
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

\*For the calculation of emission intensity, we have excluded the turnover of our Foreign Entities

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency

No

8. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.

Yes, the company has set targets to reduce greenhouse gas emissions, which include a goal of reducing emission intensity of 20% by FY2025. We are proud to report that we have already achieved a 19% reduction in emission intensity from our base year of FY2022.

9. Provide details related to waste management by the entity, in the following format:

(a) Total Waste generated (in metric tonnes)

Parameter	FY-2024 Current Financial Year	FY-2023 Previous Financial Year
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	-	-
E-waste (B)	20.23	7.34
Bio-medical waste (C)	0.0043	-
Construction and demolition waste (D)	-	-
Battery waste (E)	6.12	-
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any (G)	-	-
Other Non-hazardous waste generated (H) – Paper waste, Dry waste, Wet waste	10.73	7.52
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>37.09</b>	<b>14.86</b>
<b>Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)*</b>	<b>0.000217 Mt /₹million</b>	<b>0.000089 Mt/₹million</b>
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)</b>	<b>0.00497 MT/PPP</b>	<b>0.00203 MT/PPP</b>
Waste intensity in terms of physical output	-	-
Waste intensity (optional) – the relevant metric may be selected by the entity	-	-
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled	37.09	7.52
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
<b>Total</b>	<b>37.09</b>	<b>7.52</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Incineration	0.0043	7.34
(ii) Landfilling	-	-
(iii) Other disposal operations	-	-
<b>Total</b>	<b>0.0043</b>	<b>7.34</b>

\*For the calculation of waste intensity, we have excluded the turnover of our Foreign Entities.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency

No

10. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

We are committed to minimizing waste generation and fostering a circular economy. Our efforts include implementing initiatives aimed at reducing waste at its source. We meticulously track hazardous waste and ensure its segregation, storage, and disposal in accordance with local regulations, utilizing authorized recyclers to maintain compliance.

Moreover, our approach extends to kitchen waste management, where we segregate between dry and wet waste. This segregated waste is then repurposed, with wet waste being utilized in compost manufacturing processes. By adopting these practices, we not only minimize waste sent to landfills but also contribute to sustainable resource management and environmental preservation .

11. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details:

Not Applicable

12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

Not Applicable

13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances

Yes, Qess has diligently adhered to all relevant environmental laws, regulations, and guidelines applicable in India. Notably, the company has maintained full compliance without incurring any fines, penalties, or regulatory actions under these environmental frameworks. This commitment underscores Qess's dedication to environmental responsibility and sustainable business practices

**PRINCIPLE 7 Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent**

1. a. Number of affiliations with trade and industry chambers/ associations.

12

- b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/ National)
1	Confederation of Indian Industries (CII)	National
2	India Staffing Federation	National
3	The federation of Indian Chambers of Commerce and Industry	National
4	All India Organisation of Employers	National
5	Employee Federation of India	National
6	Central Association of Private Security Industry	National
7	Karnataka Employees Association	State
8	The Employers Association, Delhi	State
9	Apex Chamber of Commerce, Delhi	State
10	Madras Chamber of Commerce and Industry	State
11	NASSCOM	National
12	Indo American Chamber of Commerce	International

2. Provide details of corrective action taken or underway on any issues related to anticompetitive conduct by the entity, based on adverse orders from regulatory authorities.

Nil

#### PRINCIPLE 8 Businesses should promote inclusive growth and equitable development

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

Not Applicable

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity

Not Applicable

3. Describe the mechanisms to receive and redress grievances of the community.

**Website correspondence** - Individuals can report problems by visiting our Contact Us page and filling out a form or sending an email. We then create a ticket and assign a dedicated executive to assist them. After resolving the issue, we send a status update and feedback form.

**Toll-free grievance redressal** - Qess Corp offers assistance through a toll-free number 1800 572 3333 available on our website. Our in-house contact centre tracks grievances and feedback through a ticket system and assigns them to the respective executive for closure.

4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:

	FY-2024 Current Financial Year	FY-2023 Previous Financial Year
Directly sourced from MSMEs/ small producers	14.78%	23%
Sourced directly from within the district and neighbouring districts( Karnataka Region)	9%	-

5. Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost

Location	FY 2024 Current Financial Year	FY 2023 Previous Financial Year
Rural	-	-
Semi-urban	38%	37%
Urban	29%	29%
Metropolitan	33%	35%

**PRINCIPLE 9 Businesses should engage with and provide value to their consumers in a responsible manner**

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

Quess Corp is very serious about grievances and feedback. To resolve each concern and query, we have the following mechanisms in place. Here is how the process functions:

**Website correspondence** – When a client or individual faces problems with our services or platforms, they have an option to visit the Contact Us page and fill out a form or write to us an email. This form is intuitive in nature, and helps one reach the right person. Once it reaches respective teams, a ticket is raised and passed onto a dedicated executive to understand their issue/query, guides them to a suitable solution, and closes the ticket.

**Toll-free grievance redressal** – To provide round-the-clock assistance, Quess Corp enables clients with grievance and feedback redressal through toll-free numbers available on our website. This mechanism is supported by an in-house contact centre, which is tracked through a ticket is raised and assigned to the respective business executive for closure.

2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about Environmental and social parameters relevant to the product, Safe and responsible usage, Recycling and/or safe disposal

Not Applicable

3. Number of consumer complaints in respect of data privacy, advertising, cybersecurity, delivery of essential services, restrictive trade practices, unfair trade practices

We do not have any consumer complaints in respect of data privacy, advertising, cybersecurity, delivery of essential services, restrictive trade practices and unfair trade practices.

4. Details of instances of product recalls on account of safety issues:

Not Applicable

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.

Yes, <https://www.quescorp.com/privacy-statement/>

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.

None

7. Provide the following information relating to data breaches:

- a. Number of instances of data breaches

Nil

- b. Percentage of data breaches involving personally identifiable information of customers

Nil

- c. Impact, if any, of the data breaches

None

# Annexure II - SASB

## Sustainability Disclosure Topics & Accounting Metrics

TOPIC	ACCOUNTING METRIC	CATEGORY	UNIT OF MEASURE	DATA	CODE
Data Security	Description of approach to identifying and addressing data security risks	Discussion and Analysis	Description	As described in the section on Cybersecurity (Page 78)	SV-PS-230a.1
	Description of policies and practices relating to collection, usage, and retention of customer information	Discussion and Analysis	Description	As described in the Privacy Policy and Data Security frameworks (Page 78)	SV-PS-230a.2
	(1) Number of data breaches, (2) percentage involving customers' confidential business information (CBI) or personally identifiable information (PII), (3) number of customers affected	Quantitative	Number, Percentage (%)	1) 0% 2) 0% 3) 0%	SV-PS-230a.3
Workforce Diversity & Engagement	Percentage of gender and racial/ethnic group representation for (1) executive management and (2) all other employees	Quantitative	Percentage (%)	1) 12.5% women 2) 38% Core and 18% Associate women	SV-PS-330a.1
	(1) Voluntary and (2) involuntary turnover rate for employees	Quantitative	Rate	Core: 1) 21.3% 2) 18.5%  Associate: We are unable to provide this metric due to our confidentiality agreements with Clients.	SV-PS-330a.2
	Employee engagement as a percentage	Quantitative	Percentage (%)	87%	SV-PS-330a.3
Professional Integrity	Description of approach to ensuring professional integrity	Discussion and Analysis	Description	Code of Business Conduct & Ethics Policy Anti-Bribery & Anti-Corruption Policy Equal Employment Opportunity Policy Risk Management Policy Code of Conduct for Prevention & Prohibition of Insider Trading Vendor Code of Business & Ethical Conduct Code of Practices for Fair Disclosure of Unpublished Price Sensitive Information Whistle Blower Policy POSH Policy Human Rights Policy ESG Policy Framework	SV-PS-510a.1
	Total amount of monetary losses as a result of legal- proceedings Associated with professional integrity	Quantitative	Reporting Currency	None	SV-PS-510a.2

**Table 2. Activity Metrics**

ACCOUNTING METRIC	CATEGORY	UNIT OF MEASURE	DATA	CODE
Number of employees by: (1) full-time and part-time, (2) Temporary and (3) contract	Quantitative	Number	1) 9,195 full-time employees 2) ----- 3) 5,65,550 Associates	SV-PS-000.A
Employee hours worked, percentage billable	Quantitative	Hours, Percentage (%)	Not applicable. Our business model is based on long-term contractual arrangements of deploying Associates with specific skills for our customers.	SV-PS-000.B

**Table 3. Gender Representation of Employees (%)**

	Female	Male	N/A*
Executive Management	12.5%	87.5%	
All Other Employees – Core	38%	62%	
All Other Employees – Associate	18%	82%	

## Annexure III - ESG Related Policies

E/S/G	Themes	Sub-Themes	KPIs	Reference
S	The People Company	Diversity and Inclusion	Equal Employment Opportunity Policy	<a href="https://www.quesscorp.com/corporate-governance/">https://www.quesscorp.com/corporate-governance/</a>
S	The People Company	Nurturing Work Environment	Policy on Human Rights	<a href="https://www.quesscorp.com/corporate-governance/">https://www.quesscorp.com/corporate-governance/</a>
S	The People Company	Nurturing Work Environment	Health, Safety & Environmental Conservation Policy	<a href="https://www.quesscorp.com/corporate-governance/">https://www.quesscorp.com/corporate-governance/</a>
S	The People Company	Nurturing Work Environment	Employee Code of Conduct	<a href="https://www.quesscorp.com/corporate-governance/">https://www.quesscorp.com/corporate-governance/</a>
S	The People Company	Nurturing Work Environment	Customer Service Policy	<a href="https://www.quesscorp.com/corporate-governance/">https://www.quesscorp.com/corporate-governance/</a>
S	Responsible Citizen	Societal Impact	CSR Policy	<a href="https://www.quesscorp.com/corporate-governance/">https://www.quesscorp.com/corporate-governance/</a>
E	Environmentally Conscious	Climate Change Risk Mitigation	Environmental, Social & Governance (ESG) Policy Framework	<a href="https://www.quesscorp.com/corporate-governance/">https://www.quesscorp.com/corporate-governance/</a>
G	Trusted Institution	Corporate Governance	Nomination and Remuneration Policy	<a href="https://www.quesscorp.com/corporate-governance/">https://www.quesscorp.com/corporate-governance/</a>
G	Trusted Institution	Corporate Governance	Committees of the Board	<a href="https://www.quesscorp.com/corporate-governance/">https://www.quesscorp.com/corporate-governance/</a>
G	Trusted Institution	Corporate Governance	Policy on Business Ethics	<a href="https://www.quesscorp.com/corporate-governance/">https://www.quesscorp.com/corporate-governance/</a>
G	Trusted Institution	Corporate Governance	Risk Management Policy	<a href="https://www.quesscorp.com/corporate-governance/">https://www.quesscorp.com/corporate-governance/</a>
G	Trusted Institution	Corporate Governance	Board Diversity Policy	<a href="https://www.quesscorp.com/corporate-governance/">https://www.quesscorp.com/corporate-governance/</a>
G	Trusted Institution	Corporate Governance	Policy on Vendor Code of Business and Ethical Conduct	<a href="https://www.quesscorp.com/corporate-governance/">https://www.quesscorp.com/corporate-governance/</a>
G	Trusted Institution	Corporate Governance	Policy on Bribery and Anti-Corruption	<a href="https://www.quesscorp.com/corporate-governance/">https://www.quesscorp.com/corporate-governance/</a>
G	Trusted Institution	Corporate Governance	Policy on Whistle blower	<a href="https://www.quesscorp.com/corporate-governance/">https://www.quesscorp.com/corporate-governance/</a>
G	Trusted Institution	Corporate Governance	Policy on Prevention of Sexual Harassment	<a href="https://www.quesscorp.com/corporate-governance/">https://www.quesscorp.com/corporate-governance/</a>
G	Trusted Institution	Corporate Governance	Directors Familiarization Programme	<a href="https://www.quesscorp.com/corporate-governance/">https://www.quesscorp.com/corporate-governance/</a>



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