

***ESG
REPORT
2024-25***

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About the Report

Overview

The Environmental, Social, and Governance (ESG) Report of Qess Corp Limited underscores our commitment to sustainable and responsible business practices. It provides a comprehensive review of our initiatives, achievements, and future aspirations in environmental stewardship, social responsibility, and corporate governance.

Purpose

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

Scope and Boundaries

This ESG Report covers the period **1 April 2024 to 31 March 2025** and includes data and activities from all India operations of Qess Corp Limited. Unless otherwise specified, the disclosures pertain to our environmental performance, social initiatives, and governance practices across Indian operations.

The report is prepared on a **post-demerger basis**, covering Qess Corp Limited and its subsidiaries.

Our ESG Reporting Approach

This report covers the material Environmental, Social, and Governance (ESG) aspects of our business. Our ESG philosophy combines a top-down strategic approach with an organisation-wide bottom-up data capture process. Each sub-theme is mapped with corresponding Key Performance Indicators (KPIs) to design impactful initiatives and ensure objectivity in ESG reporting at Qess.

Throughout the report, you will also find references to the United Nations Sustainable Development Goals (UN SDGs) that we align with, alongside the National Voluntary Guidelines on Social, Environmental, and Economic Responsibilities of Business, issued by the Ministry of Corporate Affairs.

Our ESG strategy maps sub-themes to corresponding Key Performance Indicators (KPIs), enabling the design and execution of impactful ESG initiatives. Through our ESG initiatives, Qess advances 8 of the 17 United Nations Sustainable Development Goals (UN SDGs), reinforcing our commitment to global sustainability priorities.



About the Company

Quess Corp Limited

Quess Corp Limited is India's largest and among the top five global providers of staffing and workforce solutions. Founded in 2007 in Bengaluru, Quess has grown from a start-up into a trusted global talent partner with operations across 8 countries.

Our diverse service portfolio spans general staffing, professional recruitment, HR outsourcing, and technology-led hiring solutions. With a strong emphasis on AI-driven platforms and deep domain expertise, we empower organizations to manage talent at scale, improve operational efficiency, and adapt to evolving workforce dynamics.

As we mark 17 years of our journey, we are entering a new phase of focus, momentum, and transformation. The recent three-way strategic demerger has unlocked sharper focus, positioning Quess as a pure-play staffing organization with renewed clarity of purpose. From being India's leading service provider to becoming the nation's No. 1 staffing company, our evolution has always been guided by opportunity, growth, and an unwavering commitment to delivering lasting value to our clients, employees, and stakeholders.

With a clear vision, accelerated execution, and people-centric leadership, we are building a smarter, faster, and more adaptive organization – one that is not only evolving but also leading decisively into the future. Quess is poised to expand its global footprint, tap into new opportunities, and chart fresh frontiers as we embark on the next chapter of purposeful growth and leadership.

Commitment to ESG

At Quess Corp, we are committed to embedding Environmental, Social, and Governance (ESG) principles across our business operations. Our ESG strategy focuses on creating long-term value for all stakeholders through sustainable, ethical, and responsible business practices.

We recognize that our growth is intrinsically linked to our responsibilities towards:

- Environment: Driving climate resilience and resource efficiency
- Social: Empowering employees, diversity, and community well-being
- Governance: Ensuring transparency, accountability, and integrity

By integrating ESG into the core of our business, Quess ensures that progress is not only measured by financial outcomes but also by the positive impact we create for society and the environment.

Looking Ahead

With a sharp vision, accelerated execution, and people-centric leadership, Quess is building a smarter, faster, and more adaptive organization. As we step into the next chapter, we are set to expand our global footprint, tap into new opportunities, and chart new frontiers of purposeful growth and leadership.



Purpose That Powers Us: Our Mission and Vision

What differentiates us is not just our scale, but our mission and vision.

Employment Opportunities

We help job seekers find formal employment opportunities

Social Security

We provide social security benefits to a wider employable population

Productivity

Enhancing workforce productivity is at the heart of our business

Training & Skill Development

We focus on improving employability through continuous training

Diversity

We are committed to fostering an inclusive and diverse workforce that reflects the communities we serve



OUR VISION & OUR PURPOSE

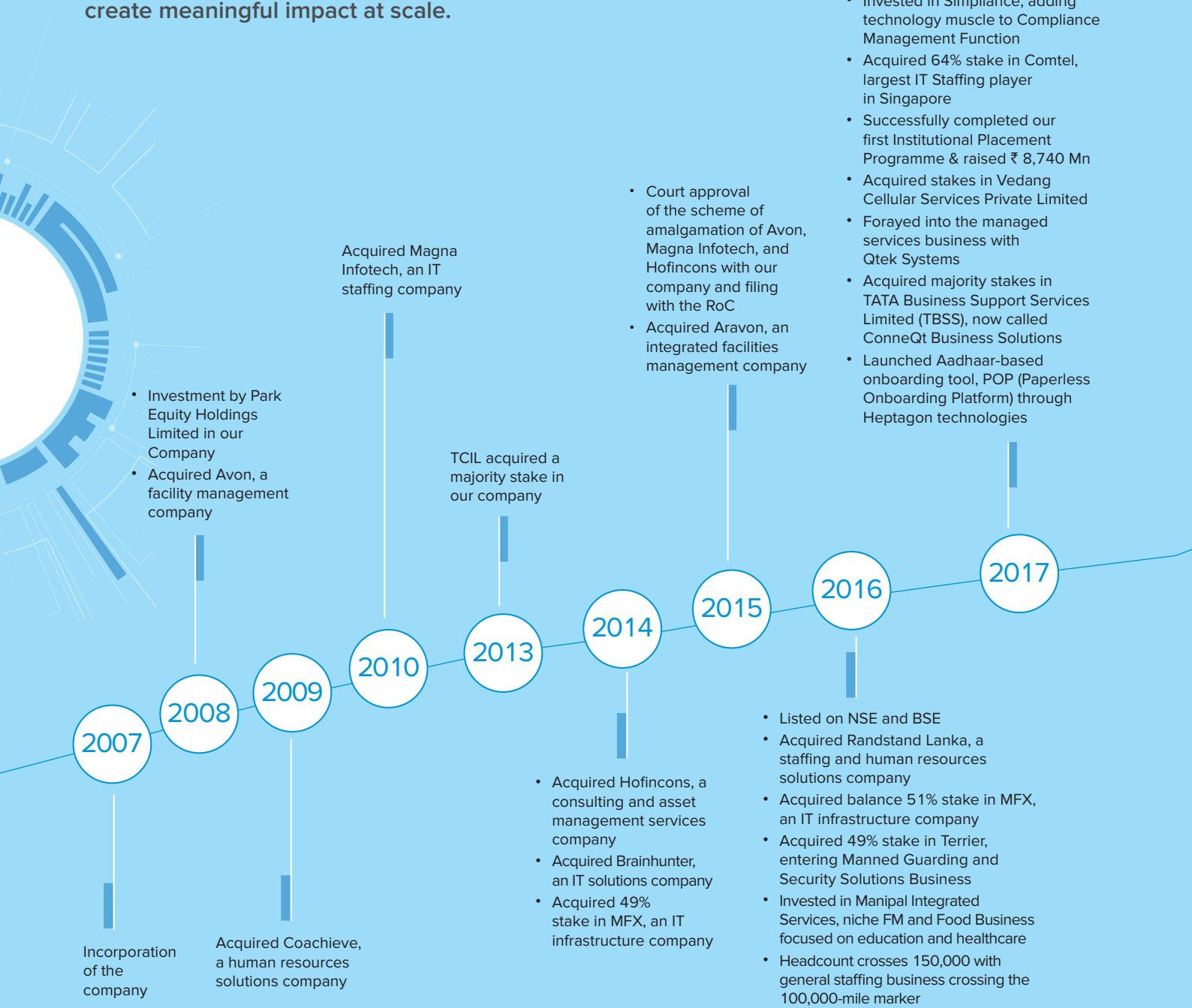
To build a tech-driven workforce ecosystem that empowers businesses and talent to thrive.

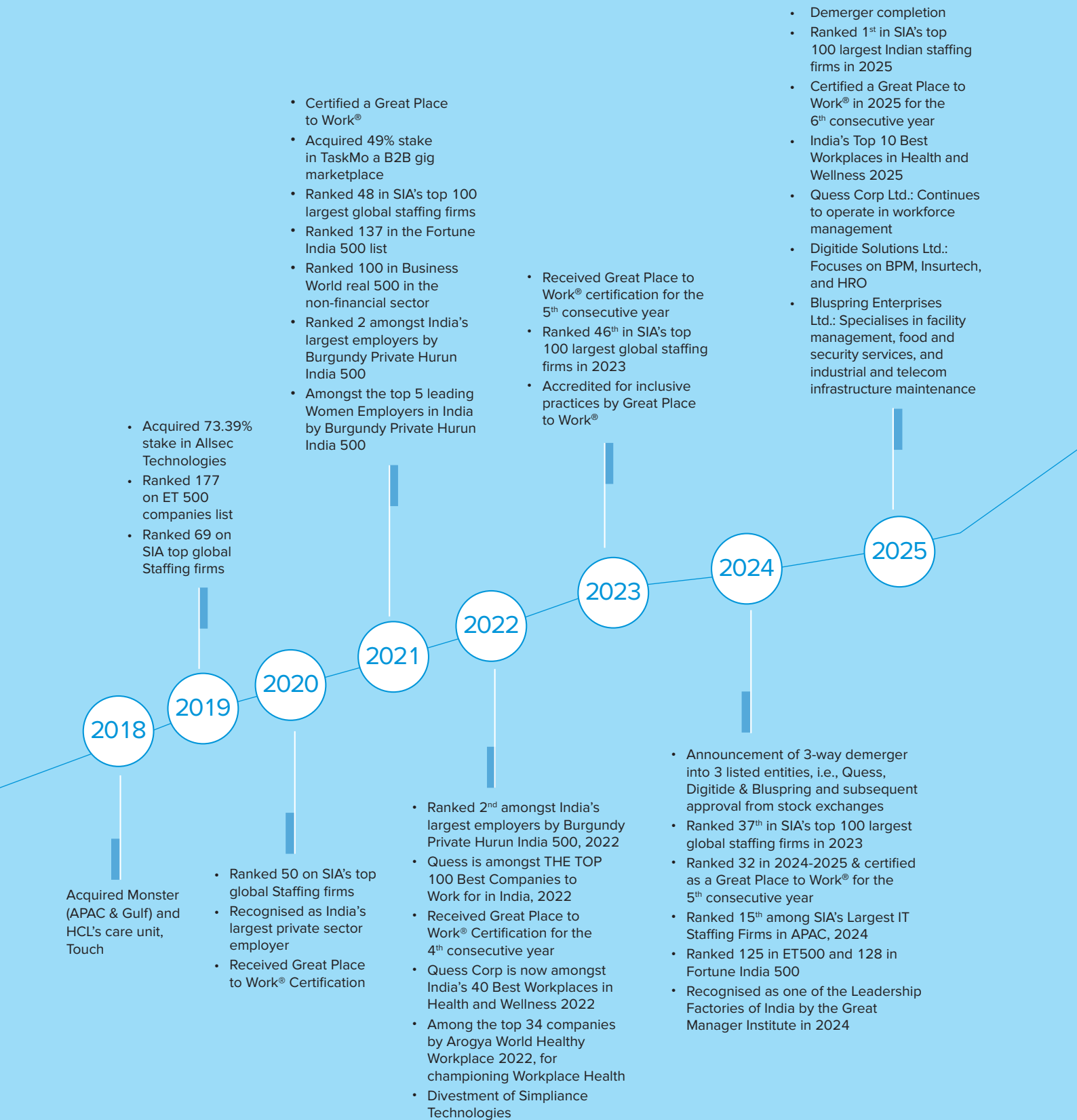
Our purpose is to build a leading institution that drives productivity for clients by outsourcing and optimising their staffing requirements. We aim to be the preferred firm for employees, customers, and investors alike.



From Bengaluru to the World: Our Growth Journey

From a bold idea in 2007 to becoming India’s largest workforce management company, Quess Corp has been on a relentless quest to empower people, businesses, and communities. Our story is one of transformation – fuelled by innovation, shaped by resilience, and driven by a purpose to create meaningful impact at scale.

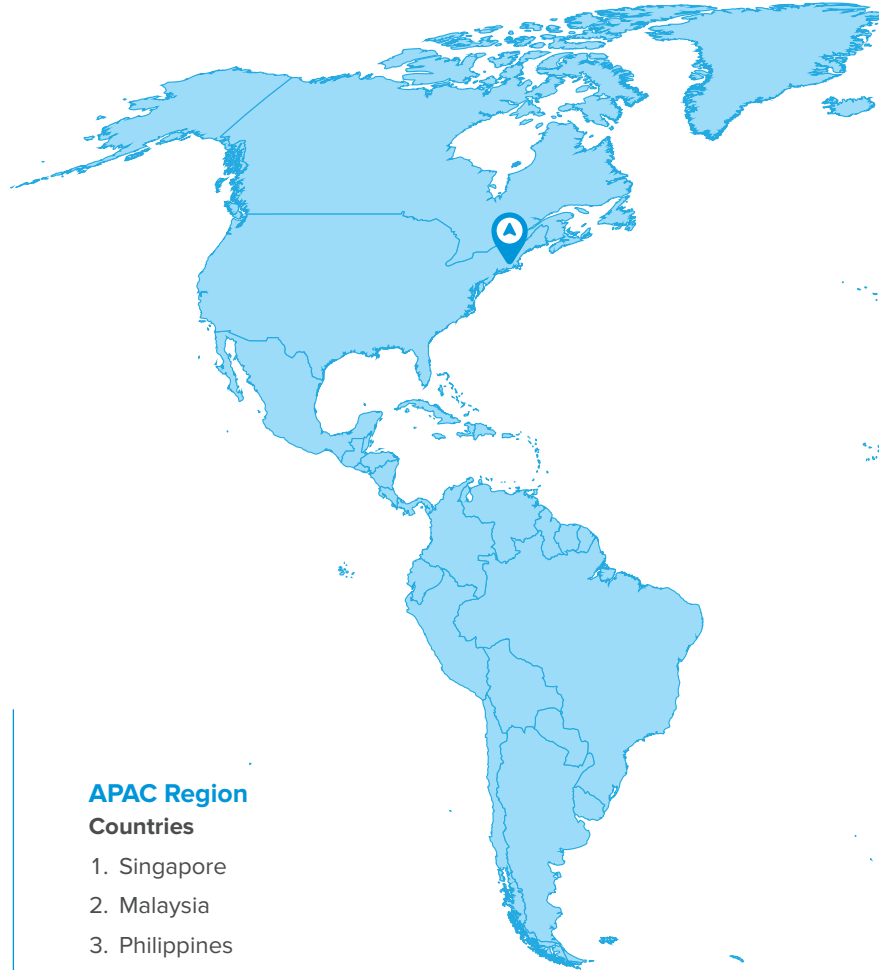




Evolving into a Global Powerhouse

From Local Foundations to Global Operations

Headquartered in Bengaluru, India, Qess Corp has established a strong and expanding global footprint, with operations across 8 countries covering both mature and emerging markets. Our geographic presence is strategically aligned to offer clients local insights, industry-specific expertise, and scalable workforce solutions. We have expanded our core services of general and professional staffing across the APAC and Middle East regions while concurrently strengthening our technology capabilities to deliver integrated talent solutions.



30+
offices across India

**Operations across
6,300 towns and cities**

**70% of workforce
based in Tier 2 &
Tier 3 locations**

**Dedicated COE in
Jaipur and
70+ sourcing
locations across
the country**

APAC Region Countries

1. Singapore
2. Malaysia
3. Philippines
4. Vietnam
5. Sri Lanka

Middle East Countries

United Arab Emirates
(Dubai and Abu Dhabi)

USA – Office in New Jersey, USA



Message from CEO



Success is not just about growth; it's about the positive impact we create on the lives of those we serve.

Guruprasad Srinivasan

Executive Director and Group CEO

Following the successful demerger that establishes Qness Corp as a dedicated staffing solutions provider, I am both proud and inspired that our journey ahead is not just structural but also strategic, emphasizing our commitment to people, purpose, and sustainable growth.

At Qness, people are at the heart of everything we do, and inclusion remains an integral part of our values. In FY25, we achieved 50% diversity among our core employees, underscoring our commitment to building balanced teams. We also take pride in employing over **300 PWD** associates, reflecting our belief in creating opportunities for all. Our reach continues to grow, with **more than 459,000 active associates** working in various industries across India and beyond.

Our dedication to excellence has been recognized throughout the industry. Our dedication to excellence has been recognised across the industry. In 2025, Qness was ranked **first in SIA's Top 100 Largest Indian Staffing Firms** and **37th globally in 2024**, a testament to our leadership and unwavering commitment

to delivering quality workforce solutions. We have been **certified as a Great Place to Work® for the fifth consecutive year** and ranked **#32 in India's GPTW list**, reflecting our focus on creating a safe, inclusive, and engaging workplace culture.

Sustainability remains core to our strategy; we are uniquely positioned to create meaningful employment, empower talent through training and development, and embed **Environmental, Social, and Governance (ESG)** principles in every aspect of our operations. From ensuring workplace safety to promoting equity and inclusion, our initiatives reflect our belief that what is good for society is good for Qness.

Looking forward, we stay committed to leveraging technology, innovation, and best practices to enhance workforce management, support our associates, and deliver value to clients and communities. Collectively with our employees, clients, and partners, we will keep working toward a future that is inclusive, sustainable, and resilient.

Thank you for your continued trust and support.

Message from HR Head



Our People, Our Purpose.

Sunitha Karthikeyan

Senior Vice President and Head of HR

At Qess, we believe that sustainable growth begins with our people. Our culture is built on **inclusion, equity, and well-being**—not as slogans, but as daily practices. Every policy, initiative, and program is built around one simple idea: when our people thrive, our business thrives.

We work hard to create a workplace where everyone feels **safe, respected, and supported**. We are proud to have achieved gender balance ahead of industry timelines, supported by empathetic policies like gender-neutral POSH, menstrual and parental leave, flexible work, and mentorship programs for women leaders.

Learning is at the heart of this journey. Through **Reimagine Learning**, we go beyond classrooms and screens to embed learning into daily work. Whether it's **learning by teaching, gamified experiences, community-driven Qtalks, or leaders stepping up as learning sponsors**, we are expanding how learning is defined and experienced. Our leadership development programs and business-led solutioning initiatives ensure every Qessian can grow skills that matter both to their careers and to the organization.

Inclusion for us means recognizing that each individual has unique aspirations

and needs. Through initiatives such as **Career Week, Learning Week, DEI Week, and Leadership Programs**, we provide opportunities for growth across businesses, functions, and geographies. From certifications and mobility to mentoring and executive education, we empower Qessians to shape their own career journeys.

We also recognize that well-being is multidimensional. Our **holistic wellness framework** addresses physical, emotional, financial, occupational, intellectual, social, and spiritual health. With initiatives like annual health check-ups, gym and nap pods, mental health counseling, financial literacy programs, and family-inclusive celebrations, we ensure our people feel supported inside and outside the workplace.

Technology-enabled tools like **NIKKI, our AI-powered Chief Listening Officer**, and our HRMS platform help us stay closely connected with employee voices, ensuring transparency and timely action. This people-first approach strengthens not just engagement and retention, but also our **ESG commitments**.

By creating a safe, inclusive, and growth-oriented environment, we ensure that **healthy, happy Qessians = happy clients = sustainable business success**.

From Transformation to Tangible Results



Retail Major

5x

Operations scaled during peak sales

Zero

Attrition achieved

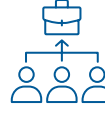


Logistics Brand

35%

Cost reduction

Leveraged **gig workforce** model



Banking Client

100K+

Deployed

100%

Compliance with zero deviation



Hospital Chain

40%

Operational downtime reduced

Enabled by **digital productivity tools**

Client Awards



Flipkart

- Runners-up Support Partner Mother Hub & Transport Centre
- Runners-up Fulfilment Centre & Return Centre



Yaskawa

Best Business Partner



Nokia

10 years of partnership - Overall Excellence in Partnership for delivering a superior, collaborative, trustworthy, and adaptable service



Quess Construction

Continued commitment towards excellence in Construction Safety Management – Noida Airport



Amazon

THRIVE – Transformative Hiring for Representation, Inclusion, and Valued Equity

Milestones of Trust: Awards, Rankings & Recognition



Ranked #1 in SIA's top 100 largest staffing firms in India, 2025



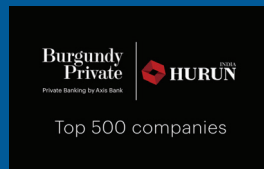
Ranked #37 in SIA's top 100 largest global staffing firms in 2024



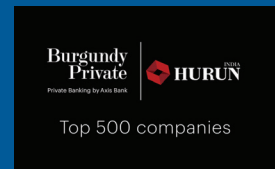
Ranked #32 best place to work for in India, 2024



Certified a Great Place to Work in 2024 for the fifth consecutive year



Ranked #3 among Women Employers in India by Burgundy Private Hurun India 500, 2024



Ranked #2 amongst India's largest employers by Burgundy Private Hurun India 500, 2024



India's Top 10 Best Workplaces® in Health and Wellness 2025



Accredited for Inclusive Practices by Great Place to Work®, March 2023 to March 2024



Ranked #129 in the Fortune India 500 list in 2024



Ranked #125 in ET500 list in 2024



Excellence in DEI Commitment (Pan-India Category) at the CII-EFI National Conference on Industrial Relations 2024



Certified Leadership Factory of India in 2024-2026

ESG Highlight

Environment



500+
Trees planted



528 tons E-waste
Disposed responsibly for recycling



Scope 1
389.46 tCO₂e



Scope 2
795.22 tCO₂e



Scope 3
243.98 tCO₂e

Social



459,000+
Active Associates



300+
PWD Employees



74000+
Women Employees



133,000
New UAN Added



50%
Core Women Employees

Governance



9001:2015
Quality Management Systems



27001:2013
Information Security Management System



14001:2015
Environmental Management Systems



45001:2018
Occupational Health and Safety Management Systems



37000:2016
Anti-bribery Management Systems

What Drives Us: Enablers of Sustainable Growth

Empowering
Performance:
***The strategic
pillars behind
our progress***

At the core of Qness' strength is an integrated operating model, one that fuses people, platforms, and performance to build sustainable competitive advantage across general staffing, professional staffing, gig, and platform-based models. These enablers span the technological, operational, structural, and human dimensions of its business and collectively position us as a partner of choice in today's rapidly transforming labour economy.

Digital-First Hire-to-Retire Ecosystem:

Qness has built a full-stack digital infrastructure that reimagines how workforce solutions are delivered. From sourcing and onboarding to compliance, payroll, benefits, and skilling, our proprietary platforms orchestrate the entire associate lifecycle seamlessly.

Sourcing

- 10 Mn+ candidate profiles in database
- AI-powered ATS & voice-based agent screening
- Automated referral intelligence for reach and diversity

Onboarding

- Paperless, mobile-first onboarding (POP)
- eKYC through Aadhaar-enabled authentication
- Onboarding completed in under 4 minutes

Lifecycle Management

- Centre of Experience in Jaipur for associate support
- Hamara HR for digital helpdesk, benefits and, attendance
- Continuous feedback, engagement, and experience monitoring

Payroll & Compliance

- Proprietary cloud-based QPay platform
- Self-service tools for payslips, queries, and HR ops
- Among India's largest EPFO & SI contributors



Verticalised Operating Model

Post-demerger, we have institutionalised a domain-led vertical structure that allows P&L accountability, sharper client alignment, and domain specialisation.

General Staffing operates across key verticals such as BFSI, CRT (Consumer, Retail, Telecom), Manufacturing, and Construction, with vertical heads owning strategy and delivery. JobSpot by Quess connects job seekers with manufacturing companies, enriching our presence and sourcing in Tier 2/3 towns.

Professional Staffing offerings are focused on IT, Global Capability Centres (GCCs), international mobility, and niche recruitment. We have also piloted with the GCC-as-a-Service platform (Origint), which will emerge as a growth engine. Segment leaders have clear P&L ownership, enabling quick pivots, sharper customer focus, and real-time responsiveness to sectoral shifts. This structure enables agility in response to client demand cycles while building vertical-specific depth.



Best-in-Class Governance

Board Diversity

Quess’ Board comprises professionals with diverse backgrounds in human capital, finance, technology, risk, and public policy, bringing a balance of domain expertise and independent judgement.

Global Certifications

Globally recognised ISO certifications underscore our commitment to operational excellence, data integrity, and ethical conduct.

Empowered Leadership

The new structure empowers leadership teams to operate with greater autonomy while staying fully accountable to the board and shareholders, thereby enhancing transparency, agility, and strategic alignment.

Industry Advocacy

Through our presidency at the Indian Staffing Federation (ISF), we actively influence regulatory and policy developments, driving formalisation, skilling, and workforce transformation across India.

Building Responsibly: Our Environmental, Social, and Governance (ESG) Approach

Driving Sustainable Impact with Purpose and Accountability

At Qess Corp, our commitment to sustainability is embedded in how we operate, grow, and create value. As India’s largest provider of workforce and staffing solutions, we recognise that our role extends beyond business success; it is about fostering a future where people, communities, and the planet thrive together.

Our Environmental, Social, and Governance (ESG) agenda is built on four foundational pillars: The People Company, Responsible Citizen, Trusted Institution, and Environmentally Conscious. These pillars reflect our holistic approach to sustainability, balancing social progress, environmental responsibility, and strong governance.

As The People Company, we prioritise fostering a diverse, inclusive, and nurturing work environment. Women now represent over 50% of our core workforce, and we continue to strengthen policies that support equity, well-being, and growth across the organisation. Our inclusion of Persons with Disabilities (PwD) and certification as a Great Place to Work® reinforce our commitment to a people-first culture.

As a Responsible Citizen, we invest in long-term community impact. From transforming government schools to delivering comprehensive health programmes, our social initiatives are designed to remove systemic barriers and promote equitable access to education and healthcare.

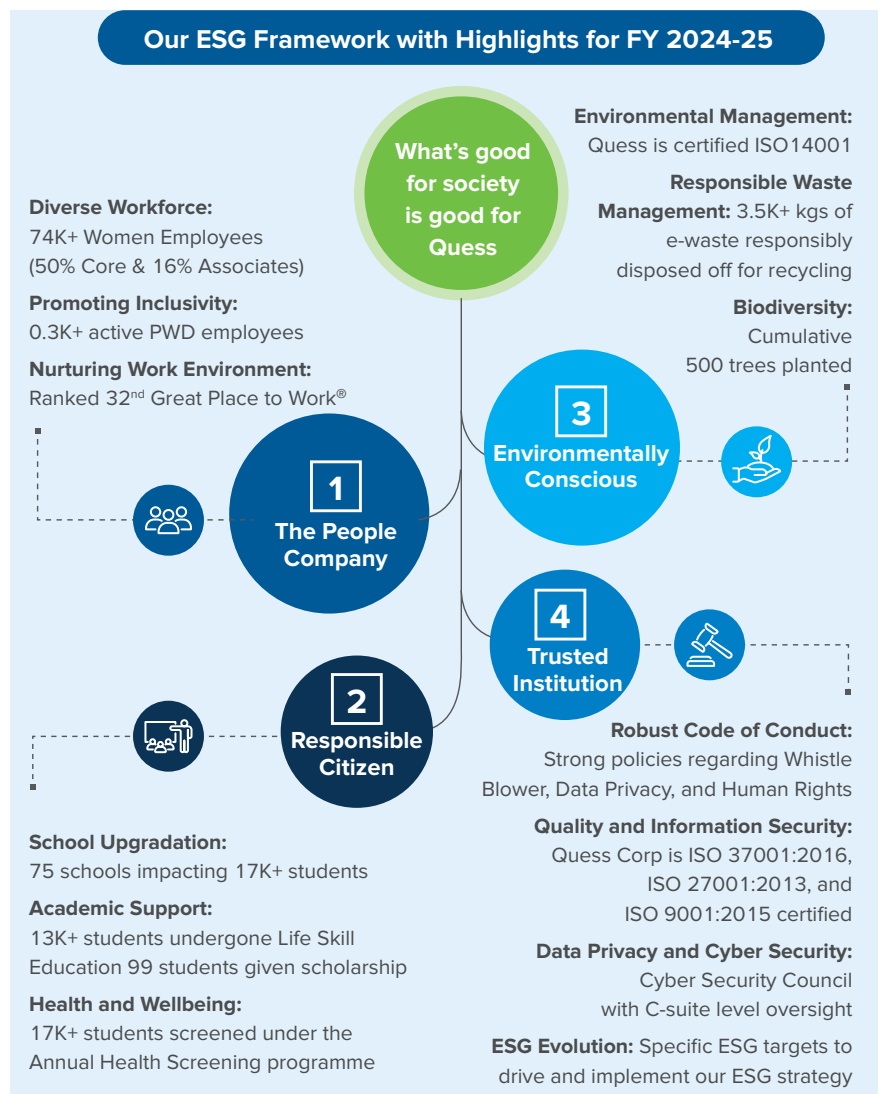
As an Environmentally Conscious organisation, we aim to reduce our ecological footprint through circularity, efficiency, and innovation. We manage

e-waste and paper waste responsibly and engage teams to adopt greener practices across locations.

As a Trusted Institution, we adhere to the highest standards of ethical conduct, compliance, and stakeholder transparency. Certifications such as ISO 37001 (Anti-bribery), ISO 27001 (Information Security), and ISO 9001 (Quality Management) validate our operational integrity.

A dedicated Cyber Security Council, chaired by C-suite leadership, ensures proactive risk management and data governance.

At Qess, ESG is not a one-time initiative but a continuous journey. By integrating sustainability principles into our strategy, operations, and culture, we are strengthening business resilience while creating long-term value for all stakeholders.



The People Company: Fostering Inclusion & Belonging

At Quess Corp, we believe that professionalism, excellence, innovation, efficiency, skill, and expertise don't come about by just creating a workplace – they emerge from cultivating an ecosystem where every individual feels like an integral part of the organisation and flourishes individually and collectively, without fear of discrimination. Our foundation is built on the understanding that peak performance and innovation spring from a deeper source: the feeling of genuine belonging, purpose, and emotional investment in the organisation's journey. It comes from the pride of being at a Great Place to Belong!

Here, we understand that belonging stems from being seen, heard, and valued – not just for contributions to the bottom line, but for the unique perspectives and strengths that each individual brings to our collective table.



Award for Excellence in DEI

Quess was recognised with the CII-EFI National Award for Excellence in the DEI Commitment – Pan-India category at the prestigious CII-EFI National Conference on Industrial Relations.

Milestones that Matter

We are proud to have achieved our gender representation target ahead of schedule, with:

74K+
Women employees

50%
Women in core roles

16%
Women among associates

0.3K
Person with Disabilities (PwD) associates

Why Inclusion Drives Excellence

In a workforce as diverse and dynamic as ours, inclusive practices are key to innovation, retention, and long-term business outcomes. We continue to evolve our benefits and policies to reflect the needs of our people, supporting their physical, emotional, and professional well-being.

Changing the Game by Empowering Every Star in the Quess Constellation to Shine

The Quess Universe sparkles with extraordinary talent. Our brand ambassador Jasprit Bumrah is a representation of this. His remarkable journey from an unconventional fast bowler to a cricketing sensation perfectly mirrors our philosophy of unleashing game-changing individual potential. His commitment to continuous improvement, precision, and adaptability reflects our vision of enabling every employee to achieve excellence.

quesscorp.com

STAFFING SOLUTIONS THAT LET YOU TAKE OFF

#FINDYOURWINGS

QUESS
WINNING TOGETHER

A Transformative Approach to Workforce Recruitment

Quess Corp is redefining workforce recruitment by closing critical talent gaps in the manufacturing sector. With blue-collar hiring and entry-level opportunities often hard to scale, we introduced JOBSPOT by Quess, a tech-enabled hiring ecosystem that bridges local talent with high-demand industries.

JOBSPOT by Quess

More than just a recruitment platform, **JOBSPOT** is a force multiplier for community empowerment, economic growth, and long-term employment.

450+

Daily walk-ins

Tech-Powered Efficiency

Local Talent, Lasting Impact

We prioritise the sourcing and upskilling of local candidates, thereby reducing reliance on migrant labour and strengthening regional economies. Our strategically located JOBSPOT centres near key industrial corridors ensure jobs are both accessible and attainable.

On-the-Spot Employment:

Fast, Fair, Transparent

JOBSPOT eliminates traditional bottlenecks in recruitment through a high-efficiency model that includes:

- Walk-in interviews and instant assessments
- Real-time job offers – often within 30 minutes*
- Multiple employers under one roof

This streamlined process meets urgent industry hiring needs while restoring dignity and choice for job seekers.

Strategic Expansion & Reach

Our centres, located in high-impact areas like Hosur, Narasapura, Chakan, Renigunta, Patna, and Indore, serve as vibrant employment hubs.

With each centre, JOBSPOT is curbing labour migration, stabilising communities, and fuelling India's growth story. As we expand into more industrial hubs, our mission remains clear: to make recruitment faster, smarter, and more inclusive for India's workforce.

**Conditions apply*



Powered by People: Our Culture & Values in Action

The People Behind the Possibility

At Quess, it's our people who drive outcomes, shape experiences, and deliver on the trust our clients place in us every day. Our human capital is our core engine of transformation and value creation.

Quess Corp has emerged as a trailblazer in corporate diversity, transforming workplace inclusivity into a robust, multifaceted reality. With 50% women in our core workforce, we're proud to be walking the talk on diversity. We have systematically dismantled age-old barriers to women's professional advancement. Our commitment encompasses comprehensive initiatives which strategically cultivate leadership potential among women professionals and empower them to take their rightful place as productive members of the workforce. Our approach to diversity is holistic and nuanced, embracing not just gender inclusivity but also empowering individuals from multiple marginalised sections.

Culture of Belonging and Growth

Quess has redefined what it means to be a "fun place to work." Our Culture Audit score hit a perfect 5.0 in 2025. We bring joy to the workplace and foster strong team connections through everything from Fun Fridays, Zumba sessions, and Wednesday quizzes, to Desk Yoga, R&R Town Halls, and our flagship annual celebration, Sangam. They are moments that strengthen trust, boost morale, and connect 459,000+ people spread across sectors and geographies.

Recognition is woven into our rhythm. From spot awards to gamified systems like Quess Coins and Kudos Cards, we have created mechanisms where appreciation is fast, visible, and authentic. With a dedicated fun budget and themed engagement months, we ensure that every employee feels energised, appreciated, and part of something bigger.

At Quess, our culture of belonging and growth is powered not just by programmes, but by listening deeply, consistently, and at scale. Nikki, our AI-powered Chief Listening Officer, plays a central role in this journey. Since 2022, Nikki has been tuning into our people's experiences through onboarding check-ins, pulse surveys, and sentiment analysis, turning feedback into action. The results speak volumes: early attrition down by 40%, policy satisfaction at 94%, and 98% of our women reporting they feel safe at work. With expanded touchpoints and a roadmap for predictive engagement, Nikki is helping us build a workplace

where every voice matters, and every insight drives meaningful change.

Learning that Powers Growth

We offer a vibrant environment where people are encouraged to think boldly, grow fearlessly, and rise to every challenge. It's a space where ideas matter, performance is celebrated, and individuals are empowered to thrive. From structured career paths to curated learning journeys, we offer every individual the opportunity and tools to grow with intention. Through our customised learning management system - SPARKS platform and structured roadmaps, we have made learning accessible and actionable across the board.

Flagship programmes like Great Within, run in partnership with the Great Manager Institute, help build future-ready leaders. At the same time, our peer-led knowledge forums like QTalks and QuLL enable bottom-up learning and real-time cross-pollination of ideas. Immersive, experience-driven formats like Quess Learning Week, DEI Week, and Career Week create space for reflection, exploration, and new ambitions. They combine masterclasses, mentoring, and celebrations of diversity, making learning part of our everyday rhythm.

Learning Impact:

- Our employees have cumulatively completed over 80,000+ learning hours through SPARKS, our customised Learning Management System
- More than 1,700 people managers were upskilled via Great Within, our flagship leadership development programme powered by the Great Manager Institute
- 4,200+ hours of manager learning were delivered across all verticals



– Nikki
AI-powered
Chief Listening Officer

Responsible Citizen: Creating Impact beyond Business

At Qess, corporate responsibility is a strategic commitment, not an obligation. It is about creating pathways to equity, inclusion, and opportunity that extend beyond our business operations.

The Qess Foundation: A Decade of Impact, Amplified

While formally established in 2022, the Qess Foundation builds upon over a decade of structured CSR leadership. In FY 2024-25, we deepened our work in government school transformation, benefiting over 17,000 children across 75 schools and 28 Anganwadis.

Our Pillars of Change

1

Health & Wellbeing

17,000+ children received comprehensive care, including:

- Medical, dental, and vision checkups
- Anaemia screening & nutritional support
- Psychosocial counselling & health education

Impact: Healthier students, improved attendance, and brighter futures.

2

Life Skills Education

13,000+ children in 44 schools trained in 21st-century skills – critical thinking, communication, and emotional resilience

Impact: Equipping youth to navigate life’s challenges with confidence.

3

Early Childhood Learning Program (ECLP)

1,000+ children in 28 Anganwadis gained access to:

- Foundational literacy & numeracy
- Teacher training & parental engagement
- Toy libraries & health interventions

Impact: Stronger learning foundations for lifelong success.

Looking Ahead

Our vision is to continue scaling community impact, ensuring every child, regardless of background, has access to education, health, and opportunity. For deeper insights into our CSR initiatives, refer to the CSR section on [Page 108] of this Annual Report.

Environmentally Conscious: Operationalising Sustainability at Scale

At Qess Corp, environmental stewardship is not an afterthought – it is integral to how we operate. As a leading provider of workforce solutions, we are embedding sustainability across functions to minimise environmental impact and promote regenerative practices.

Taking Measurable Climate Action

We adhere to globally recognised frameworks to ensure transparency and accountability in our environmental performance. Our emissions are tracked in line with the GHG Protocol and Defra guidelines, allowing accurate and standardised reporting. In FY 2024-25, our total emissions stood at 1,428.66 tCO₂e. These insights help us identify opportunities for reduction and inform ongoing improvements in our operational sustainability practices.

Categories of Our Emissions

Scope 1:

389.46 TCO₂e

Scope 2:

795.22 TCO₂e

Scope 3:

243.98 TCO₂e

Sustainability Embedded in Our Operations

Environmental responsibility is integral to our day-to-day operations. We have implemented eco-conscious practices that span across business functions, including:

- Promoting responsible commuting through policy-led interventions
- Optimising IT asset lifecycle and utilisation
- Conducting awareness programmes for employees and partners
- Encouraging low-carbon innovations across teams

Conscious Energy Management

While not inherently energy-intensive, we are committed to reducing our energy footprint through:

- Reduced electricity use across office spaces
- Operational process enhancements to increase resource efficiency
- Adoption of smart energy management systems
- Promotion of responsible consumption among employees

Aligned with Global Sustainability Frameworks

Our environmental approach is aligned with internationally recognised standards and disclosures:

- UN Sustainable Development Goals (SDGs)
- Global Reporting Initiative (GRI)
- Carbon Disclosure Project (CDP)
- Business Responsibility and Sustainability Reporting (BRSR)

Our Commitment Going Forward

We remain focused on:

- Protecting natural ecosystems and finite resources
- Fostering green innovation through business practices
- Supporting sustainable livelihoods across our value chain
- Setting a benchmark for sustainability in workforce solutions

Governance: The Foundation of Our Trusted Institution

At Quess Corp, governance is more than compliance – it’s the cornerstone of responsible growth. As a leading workforce solutions provider, we uphold the highest standards of integrity, transparency, and accountability in every aspect of our operations.

Our governance framework is grounded in ethical decision-making and is aligned with the best global practices. The Board of Directors plays a pivotal role



in ensuring oversight and strategic direction, supported by independent and specialised committees, including:

- Audit Committee
- Risk and ESG Committee
- Nomination and Remuneration Committee
- CSR Committee

These independent and specialised committees actively oversee key aspects of governance, ensuring continuous alignment with evolving regulations and stakeholder expectations.

Our governance philosophy is operationalised through policies on:

- Ethics and Code of Conduct
- Whistleblower Protection
- Risk Management and Data Privacy
- Regulatory Compliance and Human Rights

These living policies shape culture, enable proactive risk identification, and promote accountability across levels.

We maintain a zero-tolerance policy for misconduct, with robust investigation and disciplinary mechanisms. Our approach reinforces a culture of fairness, transparency, and continuous improvement.

At Quess, governance is also about empowerment. We encourage openness, cross-functional collaboration, and leadership accountability – helping us navigate uncertainty and seize opportunities responsibly.

Our Path to Sustainability

Alignment with the UN Sustainable Development Goals (SDGs)

Quess contributes to 8 out of the 17 UN SDGs through its ESG initiatives, addressing both global priorities and local needs.



Good Health and Well-being

Employee wellness programs, health insurance, accident cover, and mental health support. Additionally, **17,000 students received comprehensive health screenings** through community health initiatives.



Quality Education

Learning & development platforms, digital skilling initiatives, and career growth opportunities for employees. At the community level, **students across 47 schools received new custom-designed school bags and subject-appropriate notebooks.**



Gender Equality

Promoting diversity & inclusion in hiring, enforcing equal opportunity policies, and conducting Prevention of Sexual Harassment (POSH) training across the organization.



Clean Water and Sanitation

Adoption of sustainable water use practices and implementation of workplace hygiene and sanitation measures. Additionally, **safe drinking water was made available in 75 schools and hygiene practices were reinforced.**



Decent Work and Economic Growth

Employment creation across **6,300+ towns and cities**, implementation of fair labour practices, and workforce management platforms that enable decent work at scale.



Reduced Inequalities

Providing job opportunities for underserved communities, promoting inclusive hiring practices, and bridging workforce participation gaps.



Climate Action

Monitoring **Scope 1, 2, and 3 emissions**, driving energy conservation initiatives, and implementing proactive climate risk mitigation measures.



Peace, Justice, and Strong Institutions

Strengthening governance through a **robust Code of Business Ethics**, anti-corruption practices, compliance with regulations, and transparent corporate governance frameworks.

Stakeholder Engagement

At Qess, stakeholder engagement forms the cornerstone of our sustainable growth journey. We recognize that the success of our business is intrinsically linked to the trust and collaboration we foster with our stakeholders. By actively engaging with them, we gain deeper insights into their expectations, enabling us to align our strategies with evolving needs and to create long-term shared value.

Engagement with stakeholders not only strengthens relationships but also helps us identify material issues, manage risks, and capture opportunities across our operations. These interactions are both structured and unstructured, ranging from formal mechanisms such as surveys, reports, and compliance disclosures to ongoing informal channels such as town halls, social media, and direct dialogues.

Our Key Stakeholders

In consultation with the management, Qess has identified the following key stakeholder groups:

- Customers
- Employees
- Shareholders
- Business Partners
- Staffing Firms
- Suppliers
- Governments & Regulatory Authorities
- Local Communities

Additionally, Qess engages closely with industry analysts, equity analysts, and the news media, who serve as representatives for broader stakeholder groups such as customers, shareholders, and society at large.

Our Approach

Employees

Regular town halls, surveys, and digital engagement platforms foster open communication and feedback.

Customers

Engagement through reviews, account management meetings, and digital platforms ensures service excellence.

Shareholders & Investors

Transparent disclosures, investor calls, and annual reports promote trust and confidence.

Communities

CSR initiatives, skill development programs, and outreach activities strengthen local partnerships.

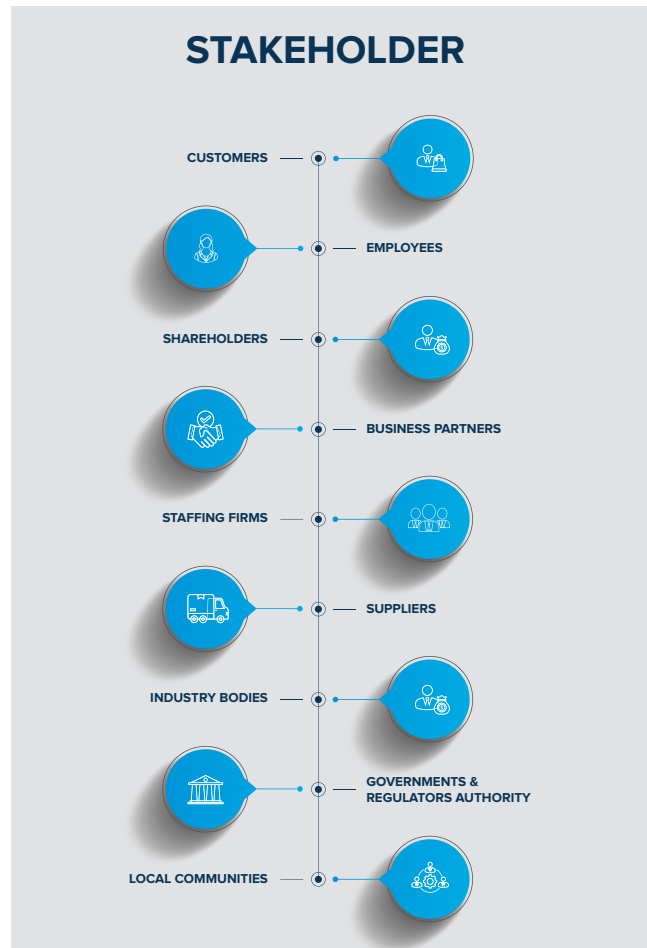
Regulators & Industry Bodies

Active participation in policy consultations and industry forums enhances compliance and advocacy.

Continuous Dialogue for a Sustainable Future

As India's leading business services provider, Qess believes that human capital is its greatest strength. Our stakeholder engagement model is designed to be ongoing, periodic, and need-based, ensuring flexibility and responsiveness. This continuous dialogue helps us better understand stakeholder priorities, adapt to dynamic environments, and integrate sustainability into every aspect of our operations.

For a comprehensive overview of our stakeholder engagement practices and outcomes, please refer to Annexure A – BRSR section of this report (page 75).





ENVIRONMENT

Environmental Responsibility and Action

Environmental Responsibility and Action

Nurturing Environmental Stewardship

At Quess Corp Limited, we recognize the critical importance of embedding sustainability into every facet of our business operations. As India’s largest and among the top five global providers of staffing and workforce solutions, our business model is inherently less resource-intensive, with relatively minimal direct environmental footprint. However, we remain steadfast in our commitment to environmental stewardship and understand that true sustainability extends beyond operational impact—it encompasses our broader responsibility to the planet and the communities we serve.

As a responsible corporate citizen, we are actively accelerating the integration of Environmental, Social, and Governance (ESG) principles into our strategy and operations. Our environmental focus is anchored around three key vectors: carbon footprint reduction, energy usage optimisation, and waste minimisation. These pillars guide our actions as we work toward building more resilient and sustainable systems.

While our industry may not be high in material consumption, we recognize the importance of proactive resource management and climate-conscious practices. Through technology enablement, process improvements, and conscious decision-making, we aim to further reduce our environmental impact and enhance sustainability outcomes for our stakeholders.

By aligning our business goals with environmentally responsible practices, we are not just creating value for today—we are shaping a brighter, more sustainable future for generations to come.

Climate Change

At Quess, we are committed to building a sustainable and resilient future, anchored in our ESG Framework, which reflects our dedication to responsibility, integrity, and long-term value creation. As global environmental

challenges intensify, we have adopted a proactive and structured approach to reducing our environmental footprint and advancing climate resilience across our operations.

We have embedded sustainability at the core of our business practices. Across our offices, we have implemented a range of initiatives such as energy-efficient infrastructure, waste reduction and recycling programs, and tree plantation drives. These actions are part of a broader strategy that aligns with international best practices and contributes meaningfully to the United Nations Sustainable Development Goals (SDGs).

Quess is certified under ISO 14001 (Environmental Management System) and ISO 45001 (Occupational Health & Safety Management System), demonstrating our commitment to systematic environmental and occupational health and safety management.

To effectively address climate-related risks and opportunities, we are progressively mapping and managing our Scope 1, Scope 2, and Scope 3 Greenhouse Gas (GHG) emissions. We regularly monitor our energy consumption across facilities, implement optimization strategies to enhance energy efficiency, and continuously work towards waste minimization to reduce our overall carbon footprint.

Transparency and accountability are central to our climate action approach. We disclose our environmental performance using globally recognized frameworks, including the Global Reporting Initiative (GRI), Carbon Disclosure Project (CDP), and the SEBI Business Responsibility and Sustainability Report (BRSR) requirements. These disclosures allow us to track progress, set measurable goals, and uphold environmental stewardship.

As we move forward, Quess remains steadfast in its responsibility to reduce environmental impact, foster sustainable development, and contribute to a low-carbon future for generations to come.



GHG Emissions

In our ongoing efforts to address climate change and strengthen our environmental stewardship, Qess is committed to transparently disclosing our Greenhouse Gas (GHG) emissions. Understanding and communicating our GHG footprint is vital to measuring our environmental impact and fostering continuous improvement across our operations.



Scope 1

FY 25: 389.46 tCO₂e

FY 24: 1,647.31 tCo2e

As part of our Scope 1 emissions tracking, we monitor direct emissions arising from sources under our operational control, including diesel consumption in Diesel Generator (DG) sets and refrigerant usage such as R22 and R32. Since Qess does not operate any company-owned vehicles, our direct emissions remain minimal.

For the financial year 2024–25*, our Scope 1 emissions totalled 389.46 tCO₂e, with diesel and refrigerant usage being the primary contributors. These emissions represented 27% of our total GHG emissions.

Our emissions data was comprehensively tracked across major office locations, including Bangalore, Ahmedabad, Delhi, Mumbai, Chennai, and other key sites.

This rigorous monitoring ensures accurate, location-specific insights into our direct emissions profile and helps identify opportunities for targeted reductions.



Scope 2

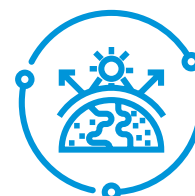
FY 25: 795.22 tCO₂e

FY 24: 12,946.79 tCo2e

To meet the electricity demands of our operations, Qess sources power from the local electricity grid across all its office locations in India. As part of our commitment to environmental transparency and climate responsibility, we closely monitor and manage our indirect emissions associated with electricity consumption.

During the fiscal year 2024–25*, our total electricity consumption amounted to 4,710.83 GJ, resulting in 795.22 tCO₂e of Scope 2 emissions. These emissions, arising from purchased electricity, accounted for approximately 56% of our total GHG emissions, underscoring the critical role of energy efficiency and clean energy transition in our overall sustainability strategy.

This data highlights the need to further enhance our energy performance through continuous optimization measures, smart building practices, and the exploration of renewable energy alternatives. By doing so, we aim to reduce our carbon intensity while supporting national and global goals for climate action.



Scope 3

FY 25: 243.98 tCO₂e

FY 24: 5,454.08 tCo2e

Qess is committed to comprehensively understanding and mitigating the broader environmental impacts of our value chain. In alignment with the Greenhouse Gas (GHG) Protocol, we have been tracking Scope 3 emissions across key categories, including business travel and power transmission and distribution losses.

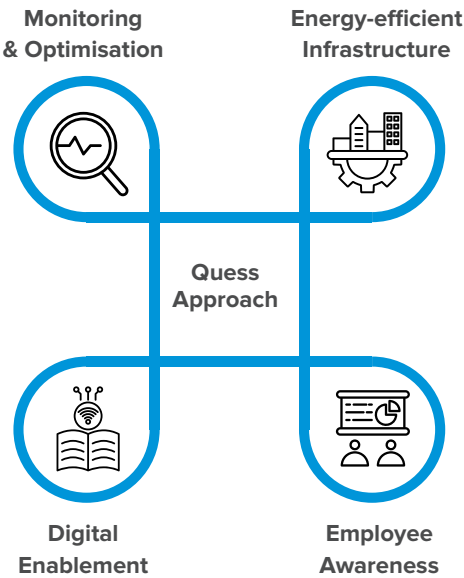
For the financial year 2024–25, our Scope 3 emissions totalled 243.98 tCO₂e, accounting for approximately 17% of our total GHG emissions. This assessment provides valuable insight into the indirect emissions associated with our operations beyond our immediate control.

As part of our ongoing climate action strategy, we aim to progressively expand the breadth and accuracy of our Scope 3 emissions tracking in the coming years by including additional categories such as employee commuting, procurement-related emissions, and waste generated in operations. These efforts will support the development of more targeted initiatives to further reduce our environmental footprint and drive sustainable business practices across our value chain.

Note: *The FY25 data pertains to Qess and its subsidiaries post-approval of the composite scheme of arrangement, i.e., Demerger.

Energy Management

At Quess Corp, we recognise responsible energy management as a key driver of our environmental sustainability journey. Our operational footprint is largely office-based, giving us a clear opportunity to optimise energy use through infrastructure upgrades, digital adoption, and behavioural change.



We continue to focus on reducing energy intensity and aligning with global best practices in energy efficiency. Our approach emphasises:

- **Monitoring & Optimisation:** Regular tracking of electricity consumption across all office locations enables us to identify improvement opportunities and optimise resource utilisation.
- **Energy-efficient Infrastructure:** We are upgrading to LED lighting, high-efficiency HVAC systems, and automated controls to eliminate unnecessary energy use.
- **Digital Enablement:** Digitisation of processes and adoption of cloud-based technologies reduce our dependence on energy-intensive, paper-based operations.
- **Employee Awareness:** Targeted campaigns and training encourage responsible energy behaviours and build a culture of energy consciousness.

In FY2024–25,
our total electricity
consumption was

5,066.66 GJ

Waste Management

Effective waste management is a cornerstone of our environmental strategy, aimed at minimizing our ecological footprint and advancing sustainability. We recognize that improper waste handling can contribute to pollution, resource depletion, and greenhouse gas emissions, and therefore, our commitment to responsible waste practices is integral to both environmental stewardship and operational efficiency.

At Quess Corp, we have adopted a comprehensive waste management system across all our office locations, with a strong emphasis on segregation at source and responsible disposal. Key initiatives include:

- **Segregation at Source:** Designated bins are placed across offices for the collection of wet, dry, and biomedical waste. Housekeeping staff are regularly trained and briefed at the start of shifts to reinforce the importance of effective segregation practices.
- **E-Waste Management:** We ensure responsible disposal of electronic waste, including desktops, laptops, mobiles, printers, cartridges, and batteries, through Pollution Control Board–authorized dismantlers. Certificates of recycling are obtained from vendors, who are carefully evaluated for compliance prior to engagement.
- **Operational Waste:** At office locations where meals are provided, wet waste is responsibly disposed of daily through local municipal corporations. Non-recyclable waste is managed with a focus on minimizing volume and ensuring safe disposal.
- **Recycling and Vendor Compliance:** All recyclable waste streams are processed exclusively through certified recyclers, ensuring adherence to legal and environmental standards.

Through continuous monitoring and record-keeping, we track the volume and type of waste generated across our operations. Our focus remains on reducing waste at source, maximizing recycling, and ensuring that disposal of non-recyclable materials is done safely and responsibly.

In FY2024–25,
our E-Waste was

3.528 Tons

BioDiversity

As part of our commitment to environmental stewardship and enhancing urban biodiversity, Qess Corp undertook a large-scale tree plantation initiative in Jaipur. In collaboration with local authorities and NGO, we planted **500 trees** across government schools and public parks in the city. This initiative is designed not only to increase green cover but also to create healthier ecosystems that support local flora and fauna.

By selecting a mix of native species well-suited to the local climate, we ensured that the plantation contributes to long-term ecological resilience. Native trees require less maintenance, conserve water, and provide habitats for birds, insects, and other wildlife, thereby improving overall biodiversity. Planting in school premises also creates shaded, greener learning environments, while plantation in public parks enhances community well-being by offering cleaner air, cooler surroundings, and aesthetically pleasing spaces.

Through this program, Qess Corp is not only addressing environmental concerns but also fostering social impact by engaging with students, teachers, and community members to raise awareness about the importance of biodiversity and sustainable living. This project reflects our broader commitment to creating greener cities, supporting climate resilience, and building a more sustainable future for generations to come.

Regulatory Compliance

Qess Corp maintains a rigorous environmental management framework to ensure full compliance with all applicable environmental laws and regulations, while proactively aligning with emerging regulatory trends. Our commitment to environmental responsibility is reflected in the strict adherence to statutory requirements across all our operations.

During the reporting period, Qess did not incur any fines, penalties, or show-cause notices for non-compliance with environmental regulations at any of its locations. This outcome underscores our proactive approach to regulatory compliance, our strong internal governance mechanisms, and our focus on minimizing environmental risks.

By embedding compliance into everyday business practices, we not only safeguard operational integrity but also reinforce our commitment to sustainable and responsible growth.





SOCIAL

Our People – The Heart of Qess

Perspectives from Our People

Building a Culture of Belonging and Equity

Cultivating a Culture of Continuous Learning

Listening, Engaging, and Growing Together

SANGAM 2024

Occupational Health and Safety

Qess Foundation: Transforming Lives
through Education & Health

Our People – The Heart of Ques

Empowering People, Shaping Tomorrow

At Ques, our people are at the core of everything we do. We believe that empowering individuals drives sustainable growth and enables us to create a positive impact on society. Our human capital strategy is designed to foster an environment where employees can learn, grow, and thrive—professionally and personally.

We focus on providing equal opportunities, encouraging continuous learning, and preparing our workforce for the future through upskilling and digital education. By embedding diversity, inclusivity, and wellbeing into our practices, we nurture a culture where every employee feels valued, supported, and motivated to contribute their best.

Our people-first policies form the foundation of our strong workforce. Their passion and commitment fuel our growth, strengthen client relationships, and reinforce our belief that employees are our most important asset.

Central to this approach is the **Ques Unique Culture**, built on our Employee Proposition—‘**An OCEAN of OPPORTUNITIES**’. This framework reflects our promise to create meaningful opportunities for learning, development, and career advancement. It ensures our employees feel engaged, recognized, and empowered to shape their own success stories within Ques.

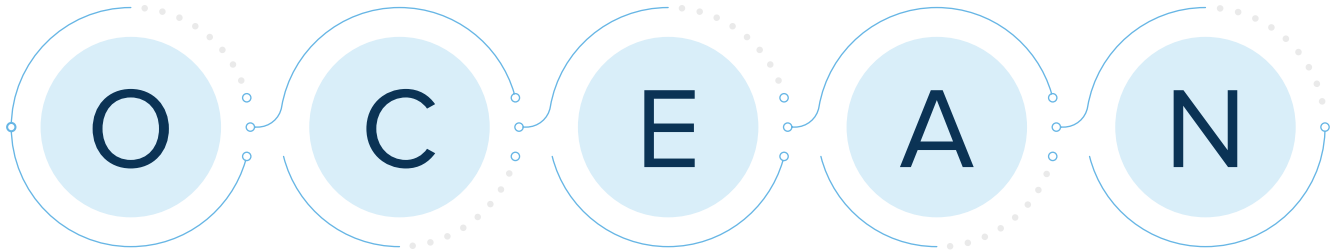
Beyond the workplace, we extend our commitment to the communities we serve. We believe true empowerment creates a ripple effect—enabling financial independence, encouraging social contributions, and fostering progress for generations to come.

At Ques, we are not just building a workforce; we are shaping a future where people, businesses, and communities grow together.



Our Employee Value Proposition: An OCEAN of opportunities.

The OCEAN framework was co-created with Quessians through a survey and reflects the company’s commitment to individual growth and shared success. OCEAN is reinforced by the company’s FITS values (Focus, Integrity, Teamwork, Speed & Agility) and embedded into its overarching cultural identity.



Opportunities

in abundance: Quess Corp offers an abundance of opportunities for your holistic growth. The range of services we deliver gives you the liberty to find your own special niche. Further, we are committed to providing you with an ideal ecosystem to explore, perform, and become the best that you can be.

Champion

We are front-runners in the industry because of YOU. You bring in the invaluable domain expertise, experience, and customer focus that make Quess Corp the champion across a growing number of business verticals.

Entrepreneurial

Our leaders empower you and believe in backing your entrepreneurial spirit. Quess is the ideal place for trailblazers and risk-takers, as you follow your gut and innovate solutions for today’s dynamically changing environment in your own unique way.

Agile

Agility is a part of Quess Corp’s DNA and adaptability is a quality that is integral to all Quessians. In these times of changing business needs and shifting realities, we appreciate Innovative thinkers who are capable of challenging the status quo and redefining existing business norms.

Nurturing

We nurture over three lakh Quessians with our safe and inclusive practices and go beyond the norm in caring for you. That’s because you are Quess Corp’s greatest asset, and we leave no stone unturned to ensure your well-being. Remember, we are always here for you!



Perspectives from Our People



Sandeep Thadhani
Vice President (15 Yrs)

When I joined Qness back in 2009, I had no idea that it would soon become one of the defining moments of my life. I've been fortunate to work with some of the finest leaders who empowered me to make bold business decisions. Every day at Qness, I learn something new, a new idea, and a new vision. These past 15 years have flown by, and I can't believe how much has changed. Being able to play different roles at different milestones has kept me excited to explore what new journey awaits me. My journey at Qness has been spectacular, and I look forward to many more milestones and adventures ahead.



Divya V | General Manager –
Qness Recruitment & Search (15 Yrs)

Qness provides the ideal platform for individuals eager to learn and grow every day, and my journey here has been a testament to that. Starting as a recruiter in the permanent staffing, I was immersed in invaluable learning experiences and abundant growth opportunities that have propelled me to where I am today—leading a vertical for Non-IT Recruitment. It has been an adventurous and rewarding journey. Every challenge I've encountered has pushed me beyond my comfort zone, allowing me to discover and showcase my true potential. These experiences have not only strengthened my capabilities but also prepared me to take on greater responsibilities with confidence. Qness has been instrumental in shaping both my personal and professional growth. With over 14 years at Qness, I can confidently say that it is an institution dedicated to shaping a skilled workforce for a brighter future—one that has made its mark far and wide, with Qnessians thriving everywhere.



Chandan D V
Associate Vice President –
Sales | 11 Yrs

Working at **Qness** has been an incredibly rewarding journey for me. Being part of an industry leader in staffing and recruitment, I've had the opportunity to grow both professionally and personally in my role focused on **client acquisition and business growth**.

What truly sets Qness apart is its **visionary leadership**. The clarity, ambition, and forward-thinking mindset of our leadership team consistently inspire me. They don't just drive the business — they empower people, foster innovation, and build a culture where everyone feels valued and motivated.

The **work culture at Qness** is another highlight. It's collaborative, fast-paced, and filled with passionate individuals who are always ready to support and challenge each other. There's a genuine sense of purpose and belonging here, which makes every day meaningful.

I'm proud to be part of an organization that is not only shaping the future of workforce solutions but also investing in the growth of its people. Qness isn't just a workplace — it's a place where careers are built, ideas are celebrated, and visions turn into reality.



Suhas Anil Prabhale | Quess Staffing Solutions –
Team Lead Ops (Specially Abled)

Reflecting on my tenure at Quess, I am deeply grateful for the rewarding and transformative experiences that have contributed significantly to my professional and personal growth. Stepping into the role of Team Leader without prior leadership

experience presented initial uncertainties, yet the unwavering support of my team enabled me to navigate challenges and strengthened my belief in the power of collaboration.

Over the past 3.5 years, I have had the privilege of leading the POP – QC function for onboarding associates, which involved ensuring seamless operations, maintaining quality standards, managing ID cards, and overseeing employment background verification. These responsibilities enhanced my skills in precision, efficiency, and adaptability within a dynamic corporate environment.

Beyond operational excellence, my journey at Quess was instrumental in shaping my leadership, problem-solving, and resilience. The exposure and learning have laid a strong foundation for future endeavors, and I remain proud of the contributions made during this journey.



Jyoti Kaul
Associate

I started my journey with Quess in November 2020, and I'm very close to completing 5 years with Quess but wish to work continue with Quess until my retirement.

I've been consistently impressed by their commitment to employee development, community involvement, and ethical practice.

Quess culture is known for fostering a sense of teamwork, creativity, and inclusivity. One of the most commendable aspects of Quess is its strong focus on sustainability, social responsibility, and customer satisfaction. I've been actively involved in improving customer service processes, and it's clear that the company genuinely cares about its impact on the world. This has not only enhanced my professional growth but has also made my work more fulfilling.

I'm truly blessed to be working with Quess and I find it a perfect place to work for all the employees, especially for female employees, thanks to the supportive co-workers. My sincere gratitude and many thanks to the Quess management, as they have created a friendly and comfortable work environment for all.



Chandan Singh
Associate (Specially Abled)

I am currently working for Vodafone Idea in Quess. It has been a year since I started working. I am physically handicapped on my right side, due to which I used to worry about what kind of job I would get. One day, I got an offer from Quess. I had an interview. I discussed with HR on the call that I have a disability, and they said that you will get a job suitable for you. When I interviewed for Vodafone Idea, I felt that it was right, but still I was afraid about the workplace and work environment. But when I reached the workplace, it was a very good experience. Even after that, the HR team connects with me regularly to check on me and my comfort in the workplace. I feel that if there is any company which thinks so much about its employees, it's Quess.

Building a Culture of Belonging and Equity

Diversity & Inclusion

At Qess, Diversity, Equity, and Inclusion (DE&I) is more than a policy—it is a commitment to driving meaningful change and shaping an environment where every individual feels respected, valued, and empowered to thrive. True inclusion, for us, is reflected in everyday experiences: when diverse voices are heard, equitable opportunities are accessible, and a sense of belonging is deeply embedded in our culture.

Over the past year, we have strengthened our DE&I framework through leadership commitment, governance, and inclusive practices across our global teams. By embracing diversity across gender, race, ethnicity, ability, age, sexual orientation, and cultural backgrounds, we aim to unlock innovation, nurture stronger connections, and achieve collective success.

Transforming Diversity into Action

50% Women in Core Workforce: Qess has emerged as a trailblazer in advancing gender diversity by dismantling barriers to women's professional growth. Over 74,000+ women professionals represent 50% of our core workforce and 16% of our associates.

Inclusive Hiring: We continue to open employment opportunities for transgender professionals and individuals with disabilities, with 300+ specially abled colleagues contributing to our workforce.

Total leaders as on 31st Mar (L2 & Above): 111
Female – 25 (22%)

National Recognition: Our efforts were recognized with the CII-EFI National Award for Excellence in the DEI Commitment – Pan-India Category.

Fostering Belonging through Initiatives

DEI Week 2025:

A week-long celebration featuring leadership stories of allyship, a DEI masterclass by Ms. Myah Payal Mitra, and an inspiring session with Google's Engineering Leader, Ms. Smitha Mave, on 'Leading with Purpose'.



QWEEN 3.0 (Qess Women Empowerment & Engagement Network):

A dedicated platform focusing on:

- Psychological Empowerment – mental health, confidence-building, and well-being
- Economic Empowerment – financial literacy and business acumen
- Educational Empowerment – short-term and long-term learning opportunities

To Be New Momz (IT Recruiters): A unique initiative supporting expectant and new mothers with flexible, work-from-home recruitment roles, reducing attrition, and ensuring continued career progression.

Return to Work Program: Flexible options, mentorship, and training designed to help women professionals transition smoothly after maternity leave.

Gender Sensitization Training: Mandatory online module to eliminate unconscious biases, build inclusive mindsets, and strengthen gender-bias-free teams.

Recognition

Qess continues to be acknowledged for building an empowering and inclusive workplace:

- **Ranked 32 by Great Place to Work®**
- **Certified as a Great Place to Work® for 5 consecutive years**
- **Recognized as a Leadership Factory of India by the Great Manager Institute**
- **Ranked among India's Top 10 Workplaces for Health & Wellness**

These accolades reaffirm our efforts in creating a supportive, inclusive, and high-performing workplace.

Recognised for Excellence



This year, we reaffirmed our commitment to building a workplace where our people can thrive, grow, and lead. Quess has been ranked #32 on the 2024 list of India's Great Places to Work®. This marks our sixth consecutive certification as a Great Place to Work®, and is a significant milestone in our ongoing journey to build a people-first, performance-driven culture.

This recognition reflects the dedication of our teams and the effectiveness of our efforts to integrate people, technology, and purpose. It validates our belief that organisational strength is deeply rooted in the people experience.

We are also ranked among the Top 10 Workplaces in Health & Wellness and honoured as a Leadership Factory of India by the Great Manager Institute.

This is a true reflection of the culture we have built together: people-focused, innovative, and driven by collective excellence.

Our Commitment Ahead

As we look forward, Quess remains steadfast in advancing DE&I across all levels of the organization. With our Equal Opportunity Policy, we continue to foster an actively inclusive workplace that values differences and drives collaboration. By embedding diversity into the heart of our strategy, we are not only transforming workplaces but also creating lasting impact for our employees, clients, and the communities we serve.



Cultivating a Culture of Continuous Learning

Learning and Capability Building

At Qess, 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' success in a dynamic world.

Learning and Development Programs

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

Middle level

Catalyst: Designed exclusively for Deputy General Managers, this programme aims at: Creating a set of future-ready leaders who put customers' interest first, thus ensuring top quality service | Enabling DGMs to drive improvements in business | Creating a set of future-ready leaders who epitomize the 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: A programme for High Potential People Managers (L4–L5), it helps 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 the success of young leaders. Leap will also serve as a feeder into other larger gateway programmes such as Catalyst and Crucible.

Annual Mandatory Compliance Training for Core Employees

At Qess, adherence to compliance standards is a cornerstone of our governance framework. To uphold our core values and maintain the highest ethical benchmarks, we have instituted a comprehensive suite of mandatory compliance training programs for all employees.

These programs cover critical areas, including:

- Prevention of Sexual Harassment (POSH)
- Code of Business Ethics (COBE)
- Insider Trading
- Environmental, Social, and Governance (ESG)
- Information Security
- Data Privacy

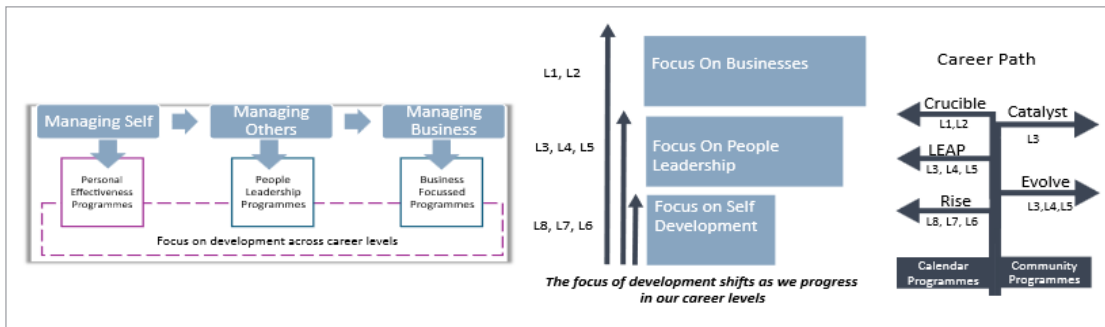
To maximize accessibility and engagement, each module is delivered as a self-paced digital learning program through our proprietary platforms – WAFERS and WorQ. This ensures employees can access training anytime, anywhere, while embedding a strong culture of compliance, accountability, and ethical conduct.

We are proud to report a 99% completion rate, reflecting the commitment of our workforce to these standards.

This milestone not only underscores our dedication to creating a safe and ethical workplace but also highlights our collective responsibility in building a culture rooted in integrity and trust.

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.

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.

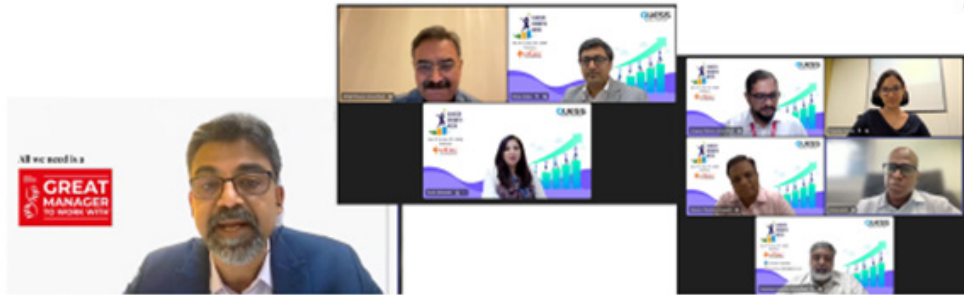


Integrity Week: A dedicated week to emphasize the importance of ethical behavior and transparency across the organization. Through workshops and discussions, employees are encouraged to uphold the highest standards of honesty and integrity in all their actions.



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.

Career Week at a Glimpse



- 5683 hours of Learning Covered
- Keynote sessions by world-renowned experts such as Abhijit Bhaduri (Author – Careers 3.0, Management Consultant), Prasenjit Bhattacharya (CEO – GPTW, GMI), Coach Ram (Author – Career Trek)
- Sessions by internal leaders on Evolutions of Career (Impact of AI) in Sales & Marketing, Finance & Business Operations, HR, IT
- Sessions on Balancing Digital Progress with Human Considerations for People Managers and Individual Contributors by YourDost

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.

Learning Week at a Glimpse



QUEST
MAKING TOGETHER

QUEST LEARNING WEEK, 2024
SPEAKER DETAILS

 Shalini Raghunathan Co-founder, 2 Big Things Studio	 Sundara Rajan Founder & Director, The Great Management Institute, IIM Phoolpur, Morbi	
 Chirantan Bhabra Storytelling coach	 Rajiv Jayaraman Founder, CEO of Knowledge	 Suren Saini Director & Chief Consultant, SainiSaini Pvt Ltd
 Venkat Krishnan Senior Director of Software Engineering, Saitex	 Sanjay Jamalpur Expert Data Trainer	

Quest transformed into a hub of learning during our Learning Week 2024, held in November, where we embraced our journey toward becoming a true Learning Organization.

Our Masterclass Series featuring industry titans:

- Shalini Raghunathan unlocked the secrets of Building Rituals for Success
- Sundara Rajan empowered us with The Power of Self-Leadership
- Chirantan Bhabhra mastered Influencing and Collaboration with Storytelling
- Suren Saini revolutionized our approach to adaptability and innovation with Design Thinking
- Rajiv Jayaraman transformed our perspective on Digital and AI

Fast Track Sessions that upgraded how we do our day-to-day tasks:

- Our own in-house champions revealed game-changing AI Productivity Hacks
- Skillssoft Team illuminated the path to Self-Mastery through AI
- Venkat Krishnan N, PMP decoded AI-Enhanced Team Learning
- Sanjay Jamalpur advanced our Data Management Techniques


The energy was electric, the insights transformative, and the participation phenomenal as we clocked over **6229 learning hours** during the week!

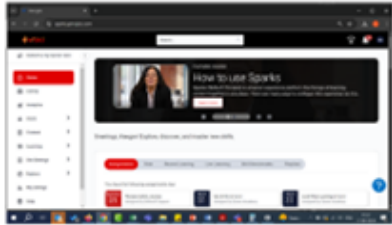

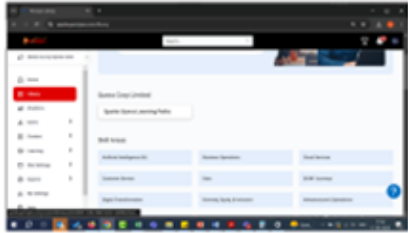
Launch of SPARKS

SPARKS, our skill-building platform from Skillsoft, is designed to empower each of us on our professional journey. With courses on emerging topics like Generative AI and Change Management, SPARKS enables continuous growth in skills that are shaping the future of work. The platform also features an interactive AI bot, CAISY, where you can practice real-life scenarios and further sharpen your skills. There are also AI-recommended learnings based on employee proficiency levels and interests. For those aiming for certifications, SPARKS provides access to targeted programs, including preparation materials and more.

Launch of Sparks

Sparks, our skill-building platform from Skillsoft, is designed to empower each of us on our professional journey. With courses on emerging topics like Generative AI and Change Management, Sparks enables continuous growth in skills that are shaping the future of work. The platform also features an interactive AI bot, CAISY, where you can practice real-life scenarios and further sharpen your skills. There are also AI-recommended learnings basis employee proficiency levels and interests. For those aiming for certifications, Sparks provides access to targeted programs, including preparation materials and more.



Learning Impact

- Our employees have cumulatively completed over 80,000+ learning hours through **SPARKS**, our customised Learning Management System
- More than 1,700 people managers were upskilled via **Great Within**, our flagship leadership development programme powered by the Great Manager Institute
- 4,200+ hours of manager learning were delivered across all verticals
- We registered 1,11,254.72 learning hours completed in FY 24-25
- This was accomplished by creating a people-first learning culture. This was done through:
 - i. Launch of **SPARKS** – our new digital content provider from Skillsoft Percipio
 - ii. Monthly updates to People Managers on the status of their team members
- Automation of Session Invites, Post-session Assessment & Learning Impact form & Session Feedback automated through WAFERS

Listening, Engaging, and Growing Together

Empowering People, Enabling Growth

At Guess, we believe our employees are the primary catalysts of our growth and transformation. Their contributions shape experiences, drive outcomes, and strengthen the trust our clients place in us every day. To nurture this, we provide diverse opportunities aligned with our strategic goals, while fostering an environment where every individual feels valued, supported, and empowered to achieve both personal and professional fulfillment.

New Talent Hiring

Our people are our greatest strength, and we continuously strive to build exceptional, diverse teams. At Guess, our Employee Value Proposition (EVP) has been co-created through a democratic process, ensuring it reflects the authentic voice of Guessians.

In FY25, we successfully inducted 1220 new core employees, including senior leadership roles, through a seamless recruitment process supported by cutting-edge technology. Our virtual and physical onboarding programs ensure that new hires receive the tools, training, and cultural immersion needed to be productive from day one. This approach accelerates integration and drives long-term success.

1220 New Core Employees Hired in FY25

Performance Management

We have cultivated a robust performance-driven culture that emphasizes excellence, continuous feedback, and employee development. Our structured review and assessment process ensures employees are evaluated against well-defined goals aligned with business objectives.

- Regular conversations between employees and managers provide real-time input for growth
- **Coaching & Mentorship:** Managers play a key role in guiding career aspirations and enabling employees to upskill
- **Performance Ratings:** At the end of each cycle, ratings reflect individual contributions, potential, and growth

In FY25, 100% of employees received a Performance & Career Development Review, reinforcing our commitment to transparency and growth-oriented feedback

Enhanced Employee Benefits

We prioritize employee well-being through a comprehensive benefits framework, going beyond statutory requirements such as PF, gratuity, and ESI. Our benefits include:

- Health Insurance for employees and dependents
- Group Personal Accident (GPA) Insurance
- Group Term Life Insurance (GTLI)
- Maternity & Paternity Benefits to support working parents
- Doctor Teleconsultation for employees and 5 dependents
- Unlimited Mental Health Consultations for employees and 2 family members

These initiatives reflect our commitment to ensuring holistic well-being, safety, and security for all Guessians.

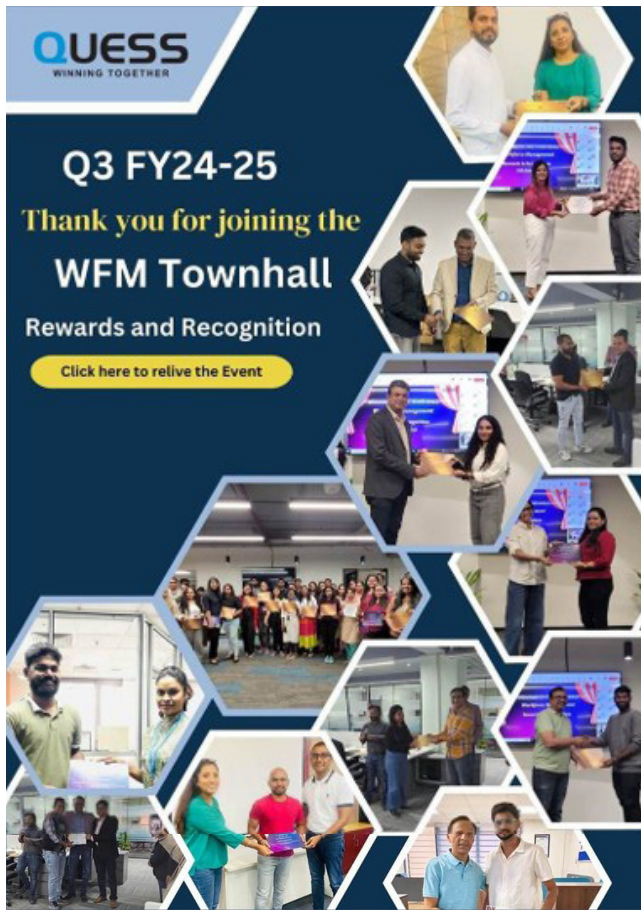
Workplace Acknowledgment

Recognition is a cornerstone of our culture, reinforcing purpose and motivating excellence. We celebrate contributions through:

- **Quarterly Rewards & Recognition (R&R):** Highlighting outstanding achievements
- **Sangam (Annual Event):** Celebrating major milestones, including Long Service Awards, Chairman's Awards, and Global Awards
- **Non-Monetary Appreciation:** From spot awards to gamified systems like Guess Coins and Kudos Cards, we create fast, visible, and authentic recognition touchpoints



Our commitment is to ensure every employee feels valued and celebrated in meaningful ways.



Culture of Belonging and Growth

Quess has redefined workplace engagement, earning a perfect 5.0 Culture Audit score in 2025. With over 459,000+ employees across geographies, we create vibrant experiences that bring joy, build trust, and strengthen team connections.

- **Engagement Initiatives:** Fun Fridays, Zumba, desk yoga, quizzes, town halls, and our flagship Sangam celebration
- **Recognition Platforms:** Spot awards, gamified recognition, and themed engagement months
- **AI-Powered Listening (Nikki):** Our Chief Listening Officer leverages pulse surveys, onboarding check-ins, and sentiment analysis to translate employee feedback into action

The results have been transformative:



With expanded touchpoints and predictive engagement insights, Nikki is helping us foster a workplace where every voice matters and every insight drives meaningful change.

Employee Engagement & Support beyond Compensation

At Quess, we recognize that employee engagement is not just about financial rewards—it is about creating a workplace where people feel valued, supported, and inspired to thrive. Our comprehensive approach to engagement and well-being focuses on innovative tools, cultural celebrations, holistic wellness programs, and progressive benefits that extend far beyond compensation.

AI-powered Engagement: Nikki

As part of our commitment to meaningful employee engagement, we introduced **Nikki**, an AI-powered Chief Listening Officer. Nikki proactively engages with employees at regular intervals, particularly during their onboarding journey, connecting on the **7th, 30th, 60th, and 90th days** to capture feedback and gauge sentiment.

Through advanced analytics and real-time dashboards, Nikki provides insights to **HR business partners, managers, and business teams**, enabling data-driven interventions to improve employee experiences. With customized interaction journeys tailored for employees across different levels (L8 to L6, L5 to L3, L2 & above), Nikki has become a powerful enabler of early engagement, smooth onboarding, and long-term retention.

Workplace Culture & Engagement Initiatives

- **Fun Friday (Happy Hours):** Our weekly Happy Hours give employees a refreshing break from routine through activities such as team-building exercises, trivia games, quizzes, and talent showcases. These sessions nurture creativity, camaraderie, and collaboration.
- **Festival Celebrations:** We honor the cultural diversity of our workforce by celebrating festivals such as Independence Day, Diwali, Christmas, Pongal, and Onam

With themed office décor, festive meals, traditional attire days, and cultural performances, these celebrations promote inclusivity and community spirit.

Holistic Well-being Programs

At Qeess, we view employee well-being as multidimensional and extend support across physical, emotional, intellectual, and spiritual domains.

- **Physical Well-being:** Online doctor consultations, access to gym facilities, periodic health check-ups, and wellness leave options designed to promote fitness and work-life balance.



- **Emotional Well-being:** Webinars and sessions on stress management and mental resilience to help employees maintain emotional balance.

- **Intellectual Well-being:** At least 40 hours of learning annually through Gateways, Learning Weeks, and curated programs such as Rise, Evolve, Crucible, and Catalyst, enabling employees to build skills and stay future-ready.
- **Spiritual Well-being:** Opportunities to engage in community service and give back to society, promoting a sense of purpose and fulfillment.

Progressive Non-compensation Benefits

To address the diverse personal and professional needs of employees, we provide unique benefits that go beyond standard offerings:

- **STHREE-WFH:** One work-from-home day per month exclusively for women employees to support work-life balance during stressful periods.
- **Wellness Leave:** Two days annually to rest, rejuvenate, and de-stress.
- **Happiness Leave:** One day annually for celebrating personal milestones such as birthdays or anniversaries.
- **Parental Leave for Board Exams:** Additional leave for parents to support their children during critical academic milestones.
- **Financial Literacy:** Expert-led finance talks and webinars, with participation from over 90% of employees, enhancing financial planning and literacy.
- **Women Safety Policy:** A comprehensive framework that ensures physical, organizational, and environmental safety, reinforcing our commitment to fostering a secure and supportive workplace for women.

Culture of Recognition

At Qeess, we believe that acknowledgment is one of the most powerful drivers of employee motivation and engagement. Recognition instills a sense of value and purpose, revitalizes employees, and inspires them to consistently exceed expectations.



With this belief, we are committed to cultivating a culture of appreciation where both small wins and major milestones are celebrated with equal enthusiasm. Our structured recognition programs are designed to highlight exceptional contributions, reinforce positive behaviors, and strengthen organizational culture.



Quarterly Rewards & Recognition (R&R)

Our Quarterly R&R program serves as a platform to acknowledge outstanding achievements across the organization. Through this initiative, we spotlight individuals and teams who have demonstrated exceptional dedication, innovation, and impact. By recognizing contributions on a recurring basis, we ensure that appreciation is timely, visible, and meaningful.

Sangam – Our Flagship Celebration of Recognition

Our annual flagship event, Sangam, held between October and November, is a celebration of excellence, unity, and togetherness. Sangam provides a platform to honor employees who have made remarkable contributions to the organization. Some of the key award categories include:

- **Long Service Awards:** Celebrating loyalty, dedication, and commitment of employees who have been with us through their career journeys.
- **Chairman’s Awards:** Recognizing individuals who have delivered outstanding performance, driving impact at scale.
- **Global Awards:** Honoring excellence across our international operations, reflecting our diverse and global workforce.

Beyond Monetary Rewards

We understand that recognition goes beyond financial incentives. Non-monetary appreciation—such as public acknowledgment, personal notes of thanks, and celebratory events—plays a pivotal role in boosting employee morale and fostering belonging. These gestures strengthen the human connection at the workplace and reinforce our value-driven culture.

Winners of the Chairman's Award



Adeeba Ritesh Dadlani



Anendu Das Gupta



Namrata Sajjani

SANGAM 2024

A Celebration of Culture, Joy & Recognition

This year's edition of **SANGAM** brought our Qness family together in a vibrant celebration that blended culture, entertainment, recognition, and community spirit. Held with grandeur and warmth, **SANGAM 2024** was a reflection of everything we stand for—**diversity, excellence, talent, and togetherness**.

Employees and their families came together to experience a thoughtfully curated line-up that celebrated tradition, individual brilliance, and shared success. Here's a glimpse of the magic that unfolded.



Opening with Strength: Mallakhamb Performance

We began with a stunning **Mallakhamb act**—an ancient Indian sport that embodies power, balance, and grace. The performance mesmerized the audience, setting the tone for a night rooted in cultural pride and physical artistry.



Spotlight on Excellence: Awards Ceremony

The heartbeat of Sangam—our **Awards Segment**—honoured our high-performing individuals and teams across the organisation. It was a proud moment of applause, smiles, and deep appreciation for those who consistently go above and beyond.



Talent on Stage: Employee Performances

The stage came alive as employees showcased their incredible range of talent—**music, dance, drama**, and more. These performances weren't just entertaining—they were a powerful reminder of the creativity and spirit that make Qness special.



Lit with Lights: The Laser Show

A dazzling **laser light spectacle** elevated the night's excitement. With synchronized lights, music, and motion, the show brought energy, colour, and high-octane cheer to the evening.



Laughter Unlimited: Shraddha's Comedy Show

Ending the night on a hilarious high, **Shraddha's stand-up comedy** had the crowd roaring with laughter. Her wit, relatability, and infectious energy left the audience in splits, making it an unforgettable closing act.



A Night to Remember

From cultural expressions to creative brilliance, and from heartfelt recognition to shared laughter—SANGAM 2024 was a celebration of us. A celebration of being together, growing together, and shining together.



Occupational Health and Safety

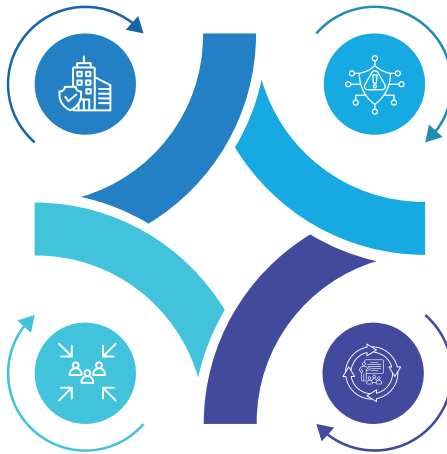
At Ques, we place the highest priority on the health, safety, and well-being of our employees, customers, and visitors. We recognize that a safe and healthy workplace is fundamental to productivity, engagement, and long-term sustainability. Guided by our Occupational Health, Safety, and Environment (OHSE) Conservation Policy, we are committed to creating a secure, hazard-free work environment and embedding a culture of safety across our operations.

To uphold this commitment, we have established a robust Health and Safety Management System that is aligned with ISO 45001 standards and certified by an independent third-party body. This framework ensures that our safety practices meet international benchmarks while continually evolving with industry best practices.

Key measures include:

Safe Work Environment

Provision of suitable and sufficient lighting, clean and organized workspaces, and strict waste management protocols to eliminate hazards and ensure responsible disposal.



Technology-enabled Safety

Deployment of the Safety Incident Management Tool on the WorQ app, empowering associates to report, track, and resolve safety-related incidents in real time.

Emergency Preparedness

Regular fire safety drills, training sessions, and installation of appropriate equipment such as fire extinguishers, smoke detectors, and first-aid kits to prepare employees for emergencies.

Continuous Training

Implementation of safety awareness and skill-building programs to enhance employee knowledge and ensure adherence to safety standards.

We maintain a **zero-tolerance policy** toward negligence in health and safety standards. By embedding accountability, fostering awareness, and leveraging technology, we strive to reduce risks, prevent accidents, and protect the well-being of our people.

Our unwavering focus on OHS not only safeguards our workforce but also reflects our broader commitment to environmental stewardship, operational resilience, and sustainable growth.



Quess Foundation: Transforming Lives through Education & Health

At Quess Corp, we believe real change begins with opportunity: the chance to learn, grow, and thrive. Through the Quess Foundation, our CSR arm formally established in 2022 (building on a decade-long legacy of grassroots impact), we're reimagining education through holistic development of Government Schools via infrastructural, educational, and health improvements aiming at creating a joyful learning space.

In FY 2024-25, we continued to focus on the holistic development of Government Schools with our multi-pronged enhancement programme tackling systemic barriers to ensure every child learns with dignity, health, and joy.

Our Impact in Numbers

17,000+

Children reached across 47 schools & 28 anganwadis

37

Schools renovated, 75 maintained – creating safe, vibrant spaces

99

Higher education scholarships awarded to future leaders

7,000+

Children introduced to digital literacy

72,000+

Notebooks and custom school bags distributed



Health and Well-being: Building Strong Foundations

A child's ability to learn is directly linked to their physical and emotional health. We ensured that over 17,000 children received regular comprehensive health screenings, while those with more serious conditions were referred to for medical care, reducing absenteeism and easing financial pressure on families.

Specialised programmes such as the Anaemia Reduction Initiative and Dental Health Care addressed overlooked health needs, benefiting thousands of children through supplements, treatment, and awareness sessions. We also provided vision care support, prescribing and maintaining spectacles for 500+ children.

Infirmaries were set up in schools, and teachers were trained in basic healthcare, enabling timely care for over 2,000 students.

Our psychosocial care model, co-developed with NIMHANS, addressed emotional and behavioural concerns. Over 12,000 children benefited, with focused interventions for 6,000, demonstrating the depth of trust our facilitators have cultivated. Additionally, health and hygiene education was delivered by medical professionals, creating safe spaces for students to discuss personal health issues, often for the first time.

School Infrastructure Upgradation: Safe and Vibrant Learning Spaces

We believe that every child deserves to study in a space that is clean, safe, and inspiring. This year, 37 schools were renovated and 75 were maintained, covering structural repairs, classroom refurbishments, and improvements to sanitation and water facilities. These upgrades not only enhanced attendance but also boosted staff morale and student pride.



Education Kits: A Fresh Start to the Academic Year

To foster readiness and dignity, every child in 47 schools received a new custom-designed school bag and subject-appropriate notebooks. Over 72,000 notebooks were distributed. For many students, these kits symbolise a fresh and hopeful start to the academic year.

School Sanitation: Ensuring Health through Cleanliness

Clean schools are fundamental to retention, particularly for girls. The Quess Foundation appointed and trained 52 housekeeping staff and ensured deep cleaning across 62 schools before the academic year. Safe drinking water was made available in 75 schools, and hygiene practices were reinforced.



**Quess Scholarship Program:
Nurturing Future Leaders**

Continuing our longstanding commitment, we supported 99 students in higher education through financial aid and mentoring. These scholars are pursuing diverse fields – from medicine and engineering to commerce – with many being first-generation professionals.

**Digital Learning:
Bridging the Digital Divide**

With 39 computer labs maintained and 10 renovated, over 7,000 children were introduced to digital literacy. From basic computer skills to responsible internet use, these modules prepared students for the demands of a tech-driven world. 240 computers were donated, with assessments confirming improved digital confidence.



**Life Skills Education:
Empowering Minds beyond Academics**

More than 13,000 students participated in structured life skills sessions across 44 schools, building competencies in empathy, leadership, decision-making, and emotional regulation. Teachers reported increased confidence, better peer relationships, and greater classroom engagement among students.



Early Childhood Learning: Laying the Right Foundation

We reached 1,000 children across 28 Anganwadis; the Early Childhood Learning Program integrated health, sanitation, foundational literacy, and play-based learning. Anganwadi teachers received in-class training, and toy libraries were established to encourage developmental play at home. Parental engagement remained a key pillar, fostering a supportive learning environment.

A Broader Canvas: Partnerships for Inclusive Development

Beyond direct implementation, the Quess Foundation also collaborated with credible organisations to support wider community needs:

- Funded two researchers at ATREE to advance environmental and ecological studies
- Enabled scholarships for four visually impaired students through the Help the Blind Foundation
- Provided medical assistance to five cancer patients via the Indian Cancer Society
- Supported CMC Vellore in building a 350-bed Paediatric Super Specialty Centre

These partnerships reinforce our belief that inclusive growth is best achieved through collective effort.

**Looking Ahead:
Scaling Impact, Sustaining Change**

As we look to the future, the Quess Foundation remains committed to replicable and scalable models that can transform government schools into thriving ecosystems of learning. We will continue to collaborate with educators, communities, and policymakers to shape environments where every child can succeed.

Together, we are creating a generation of confident, healthy, and capable learners, not just ready for school, but ready for life.





GOVERNANCE

Governance with Purpose and Diversity

Leading the Way: Profile of the Directors

Building a Culture of Ethics and Integrity

Risk Management

Cyber & Information Security

Governance with Purpose and Diversity

A Pillar of Integrity and Trust

At Quess Corp, we recognize that effective corporate governance is the foundation of organizational integrity and stakeholder trust. Strong governance ensures sound decision-making, responsible management, and sustainable value creation for all our stakeholders.

Guided by the collective expertise of our Board of Directors, we have established a robust governance framework that drives ethical conduct, transparency, and accountability across our operations. This system not only enhances business excellence and operational efficiency but also fosters long-term resilience and stakeholder confidence.

We align our practices with internationally recognized governance principles and industry standards in all geographies where we operate. By ensuring strict compliance with regulatory requirements, we reinforce our commitment to fairness, transparency, and ethical business practices, enabling us to deliver enduring value responsibly.

Our Governance Philosophy

Our governance philosophy is deeply embedded in Quess' core values and reflects our commitment to creating

sustainable value while nurturing an entrepreneurial, performance-driven, and inclusive environment.

We have adopted comprehensive codes and policies to institutionalize ethical practices across the organization, including:

- **Code of Business Conduct and Ethics** – reinforcing our commitment to fairness, integrity, and accountability.
- **Code of Conduct for the Board and Senior Management** – ensuring leadership accountability and ethical decision-making.
- **Code of Conduct for the Prevention of Insider Trading and Code for Fair Disclosure** – safeguarding transparency and compliance in market interactions.

Board of Directors

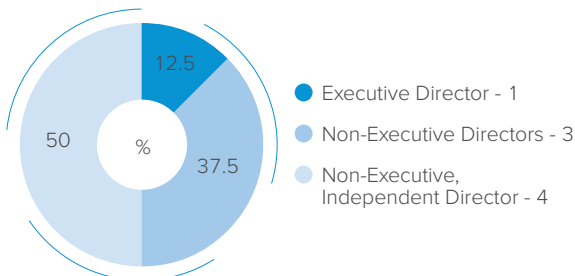
The Board of Directors plays a pivotal role in overseeing the company's strategic direction, ethical conduct, and risk management framework. It ensures that robust processes and controls are in place for effective governance and long-term business sustainability. We value diversity and independence in our Board composition, recognizing that varied perspectives strengthen decision-making and strategic guidance.

Board Composition

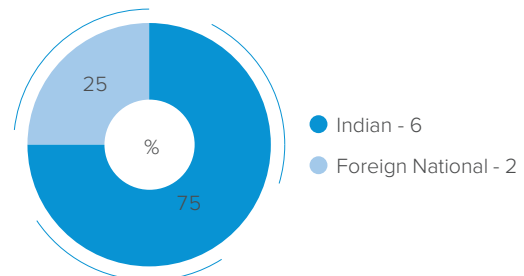
As on March 31, 2025, the Board comprised 8 (eight) Directors, consisting of 4 (four) Non-Executive Independent Directors, including 1 (one) Woman Independent Director, 3 (three) Non-Executive Non-Independent Directors, and 1 (one) Executive Director. The Board is headed by a Non-Executive Chairman. The detailed profiles of the Directors of the Company are available on the website of the Company at <https://www.quesscorp.com/board-of-directors/>.

Board Demographics (as on March 31, 2025)

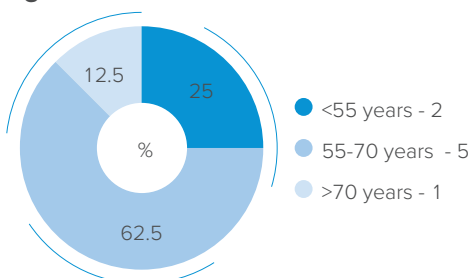
Total Directors



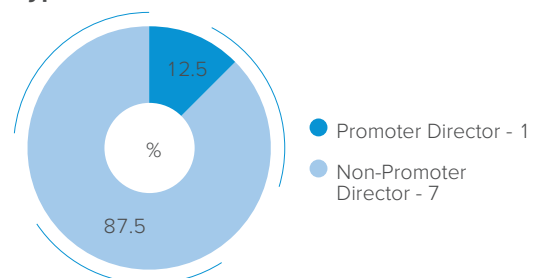
Nationality



Age Chart



Type of Director



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.quescorp.com/investor/dist/images/pdf/Governance/Policy-on-Board-Diversity.pdf>.

Board Qualifications, Expertise, and Attributes

Pursuant to the applicable provisions of the Act and the SEBI Listing Regulations, the Board has an optimum combination of Executive and Non-Executive Directors, with 50% of the Board comprising Independent Directors. The Nomination and Remuneration Committee ('NRC'), along with the Board,

identifies the right candidate with the right qualities, skills, and experience required for an individual member and the Board as a whole. Members are expected to possess the required qualifications, integrity, expertise, and experience for the position. Members should also have deep expertise and insights in sectors/areas relevant to the Company, and the ability to contribute to the Company's growth.

In case of appointment of Independent Directors, NRC satisfies itself about the independence of the Directors vis-à-vis the Company to enable the Board to discharge its functions and duties effectively and ensures that the candidates identified for appointment as Directors are not disqualified for appointment under Section 164 and other applicable provisions of the Companies Act, 2013.

As required under Rule 6 of the Companies (Appointment and Qualification of Directors) Rules, 2014, all the Independent Directors have completed the registration with the Independent Directors Databank. In case of re-appointment of Independent Directors, the Board takes into consideration the performance evaluation of the Independent Directors and their engagement level.

The Board comprises qualified members who possess the required skills, expertise, and competencies that allow them to make effective contributions to the Board and its Committees. The following skills/expertise/competencies have been identified for the effective functioning of the Company and are currently available to the Board.

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

Name of the Director	Corporate Strategy & Capital Allocation	Corporate and Board Governance	Global Business Management	Services Business Management	Technology-led Transformation	Finance and Risk Management Professional	Environment, Sustainability, and Governance
Mr. Ajit Isaac	✓	✓	✓	✓	✓	✓	✓
Mr. Guruprasad Srinivasan	✓	✓	✓	✓	✓	✓	✓
Mr. Chandran Ratnaswami	✓	✓	✓		✓	✓	
Mr. Gopalakrishnan Soundarajan	✓	✓	✓		✓	✓	
Ms. Revathy Ashok	✓	✓		✓	✓	✓	✓
Mr. Sanjay Anandaram	✓	✓	✓	✓	✓	✓	✓
Mr. K. R. Girish	✓	✓		✓	✓	✓	
Mr. Gaurav Mathur	✓	✓		✓	✓	✓	



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 the 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 the 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 the 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.

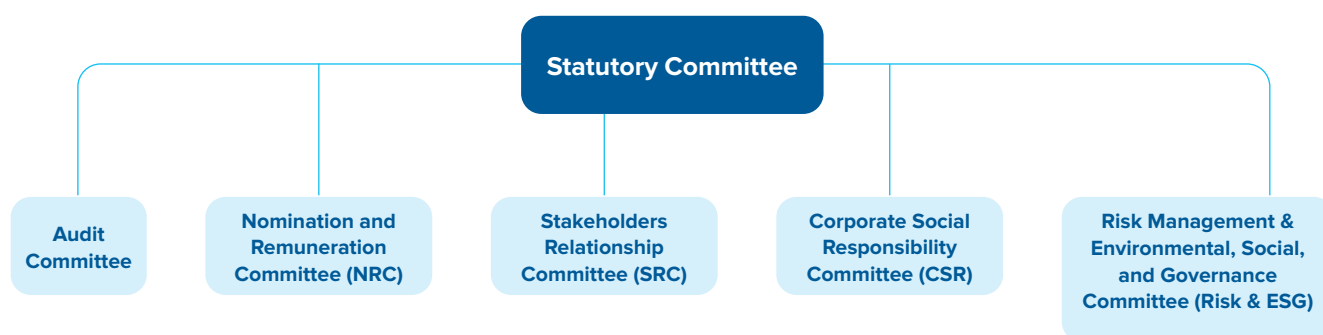
Committees of the Board

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 its 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. The 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 the 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 8 (eight) committees, which comprises of 5 (five) statutory committees and other 3 (three) are non-statutory committees in line with the requirements of Act and SEBI Listing Regulations, details of which are as follows:

- Audit Committee;
- Nomination and Remuneration Committee (NRC);
- Stakeholders Relationship Committee (SRC);
- Corporate Social Responsibility Committee (CSR);
- Risk Management & Environmental, Social, and Governance Committee (Risk & ESG);
- Administration and Investment Committee;
- Share Transfer Committee; and
- Demerger Committee.



The Composition of these committees as on March 31, 2025, is as follows –

Audit Committee	Nomination & Remuneration Committee	Stakeholders Relationship Committee	Corporate Social Responsibility Committee	Risk Management & Environmental, Social, and Governance 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 (Chairperson)
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. Gopalakrishnan Soundarajan	-	-	-	Mr. Sushanth Pai^	-	-	-

Note:

* Company Secretary and Compliance Officer

Mr. Kamal Pal Hoda, stepped down as the Group Chief Financial Officer, and ceased to be a member of the Risk Management & Environmental, Social, and Governance (Risk & ESG) Committee w.e.f. April 01, 2025.

**The Share Transfer Committee and Demerger Committee have been dissolved w.e.f. May 19, 2025.

^ Mr. Sushanth Pai was appointed as the Chief Financial Officer of the Company and was inducted as a member of the Risk & ESG Committee w.e.f. April 01, 2025.

Leading the Way: Profile of the Directors



Ajit Isaac
Non-Executive Chairman

Mr. Ajit Isaac, the founder of the Company, over the past two decades, has built market-leading enterprises in India's business services sector. Under his leadership, the Company and the Resulting Companies, viz. Quess Corp Limited, Digitide Solutions Limited, and Bluspring Enterprises Limited have grown into a 600,000+ strong family with approximately USD 2 Bn in revenues, and all three companies are listed at BSE and NSE.

Ajit's strategic vision and focus on operational excellence and business development have driven rapid expansion. His leadership also led to transformative partnerships, including the investment by Fairfax Financial Holdings in 2013, in its listed entities.

Deeply committed to social causes, Ajit established the Quess Foundation (Formerly Care Works Foundation), which today supports over 16,000 students across 75 schools. His philanthropic initiatives through Ajit Isaac Foundation (AIF) include partnerships with the Indian Institute of Science (IISc), Bangalore, to

set up The Isaac Centre of Public Health (ICPH) and with CMC Vellore to establish a paediatric specialty centre, alongside Fairfax and Quess.

A gold medallist in PG-HR and a British Chevening Scholar from Leeds University, Ajit spent a decade in leadership roles at IDFC and the Essar Group before embarking on his entrepreneurial journey through People One Consulting in 2000. He currently serves on the Board of Karnataka Technology, Innovation Museum Foundation, and the Governors at St. Joseph's University, Bangalore. Ajit is also a distinguished Co-founder and Trustee of Ashoka University.

Details of Other Directorships

- Alldigi Tech Limited
- Digitide Solutions Limited
- Bluspring Enterprises Limited
- Net Resources Investments Pvt. Ltd.
- Monster.com (India) Private Limited
- Children's HeartLink India Foundation

Nationality: Indian



Guruprasad Srinivasan
Executive Director and Group CEO

Skills and Experiences

Mr. Guruprasad Srinivasan is the Executive Director and Group CEO of Quess Corp Limited, and a founding member of the company.

Under his leadership, Quess has grown into one of India's largest private-sector employers, with a workforce of over 4.59 lakh employees in just 17 years.

He has played a pivotal role in shaping Quess into India's largest and a globally recognised leader in staffing and workforce solutions. On the global stage, Staffing Industry Analysts (SIA) ranked Quess as India's No.1 staffing company in 2025 and 37th worldwide in 2024.

Career

He brings nearly 3 (three) decades of industry experience, having held leadership roles at

GE Health, Hewitt Associates, and People One Consulting.

Guruprasad is also a Stanford Ignite graduate from the Stanford University Graduate School of Business, and holds a Master's Degree in Business Administration.

Details of Other Directorships

Indian Entities:

- Billion Careers Private Limited
- Stellarslog Technovation Private Limited
- Monster.com (India) Private Limited
- Trimax Smart Infraprojects Private Limited

Foreign Entities: 6

Nationality: Indian



Chandran Ratnaswami
Non-Executive Director

Skills and Experiences

Mr. Chandran has been a Non-Executive Director of the company since January 2016 and comes with over 3 (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

He 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 Executive Vice Chairman 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 USD 67 Bn 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 Directorships

- Thomas Cook (India) Limited
- Bangalore International Airport Limited
- Fairbridge Capital Private Limited
- Go Digit Infoworks Services Private Limited

Nationality: Canadian



Gopalakrishnan Soundarajan
Non-Executive Director

Skills and Experiences

Mr. Gopal is the Managing Director at Hamblin Watsa Investment Counsel and is the CEO of Fairfax India Holding Corporation, a TSX-listed entity, Fairfax's investment vehicle in India. He has leadership experience in investment management and 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 (eighteen) years and was a member of the insurer's investment committee as well.

Details of Other Directorships

Indian Entities:

- Thomas Cook (India) Limited
- Bangalore International Airport Limited
- Anchorage Infrastructure Investments Holdings Limited
- Go Digit Life Insurance Limited
- IIFL Finance Limited
- Go Digit General Insurance Limited
- Digitide Solutions Limited

Foreign Entities: 7

Nationality: Indian



Gaurav Mathur
Non-Executive
Independent Director

Skills and Experiences

A pioneer in the private equity space in India, Mr. 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 that 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 Directorships

- Digital Gold India Private Limited
- Invent Advisors Private Limited
- Safegold Digidemat Private Limited

Nationality: Singapore



Kalpathi Ratna Girish
Non-Executive
Independent Director

Skills and Experiences

Over a span of 37 years, Mr. Kalpathi Ratna 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

He is a fellow member of the Institute of Chartered Accountants of India 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 has 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 the 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 the Chartered Institute of Taxation, London and continues to serve there.

Details of Other Directorships

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

Nationality: Indian



Revathy Ashok
Non-Executive
Independent Director

Skills and Experiences

Ms. Revathy has spent over 3 (three) decades pursuing capital raising, business development, financial, risk management, and commercial with an ability to understand and analyse 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 the 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 a variety of industries – Private Equity, Software & IT-enabled services, Manufacturing, Infrastructure & Real Estate, etc., in Senior Management positions handling a 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 Directorships

- 360 One Wam Limited
- Sansera Engineering Limited
- Barbeque Nation Hospitality Limited
- AstraZeneca Pharma India Limited
- 360 One Prime Limited
- ManipalCigna Health Insurance Company Limited
- Microland Limited
- 360 One Distribution Services Limited
- Digitide Solutions Limited
- Athena Infonomics India Private Limited

Nationality: Indian



Sanjay Anandaram

Non-Executive
Independent Director

Skills and Experiences

Mr. Sanjay has spent over 35 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 startups. 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's 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 cofounder 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 know-how. In 2016, he authored "Startup Mantras" a collection of 100 distilled insights for entrepreneurs and managers. He cofounded Neta, a Silicon Valley VC-backed software

company, that became a part of Infoseek/ Disney. He was a founding partner of JumpStart-Up, a USD 45 Mn 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 the 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 the Risk Management Committee of Alldigi Tech Limited. He is also an Executive Committee member of MOSIP, a TiE Charter Member, and Designated Partner at Aadrutha Consultants LLP.

Details of Other Directorships

- Alldigi Tech Limited
- Bluspring Enterprises Limited
- Syzygy Consultants Private Limited
- Sattva Media and Consulting Private Limited
- Network of Indian Cultural Enterprise

Nationality: Indian



S Devarajan

Additional Director
(Category – Non-Executive
Independent)

Mr. S Devarajan founded Transmation Consulting to provide technology companies a platform to accelerate and transform their business strategies; to optimise operational efficiency and fuel expansion & growth. The strategic management firm also helps take technology companies to the next level through a business transformation process and CXO mentoring.

Currently, he is an Independent Director on the Board of Tata Play Limited, Prime Focus Limited, and Prime Focus Technologies Ltd. He also holds a Directorship position on the Board of DNEG India – the largest VFX company in the world. Dev is also on the Investment Committee Board of the Karnataka Semiconductor Venture Fund.

He has also served as a Director on the Board of Neilsoft Technologies and as a Chairman on the Board of ADC Communications Limited, a publicly listed company. He was a member of the Board of Trinity Mobility whose majority holdings are with Honeywell.

He was the past CEO and Managing Director of Cisco Systems in India. He managed Cisco's

largest R&D centre established outside the USA and built a successful offshore development programme at Cisco, including cost-effective development centres. Prior to joining Cisco, he was the Managing Director of Tata Elxsi. He was one of the youngest Directors on the Tata Board. During his tenure, he played a pivotal role in making it one of the successful tech companies of the Tata Group.

He is the past President of the Manufacturers Association for Information Technology (MAIT) and was a Charter Member of TiE. He was also a member of the IT Hardware Task Force and IT Vision Task Force set up by the Chief Minister of Karnataka.

He holds a B.Tech Degree from the Indian Institute of Technology, Kharagpur.

Details of Other Directorships

- Prime Focus Limited
- Prime Focus Technologies Limited
- Tata Play Limited
- DNEG India Media Services Limited
- GVS Software Private Limited

Nationality: Indian



Sudha Suresh
Additional Director
(Category – Non-Executive Independent)

Ms. Sudha Suresh is a qualified Chartered Accountant and Company Secretary from the Institute of Chartered Accountants of India and the Institute of Company Secretaries of India, respectively. She is also an ICWA Graduate from the Institute of Cost & Work Accountants of India.

She is a finance professional with a rich experience of more than two decades in private and public companies, and a decade as a Practicing Chartered Accountant. She is the founding partner of S. Rao & Associates, Chartered Accountants, Bangalore. She is also the founder of Mani Capital. She was the Managing Director and CEO (2017-2018)

and Chief Financial Officer (2008-2017) of Ujjivan Financial Services Limited. Prior to this, she served as the CFO/Finance Head for many companies.

She is currently serving as an Independent Director on the Boards of Ujjivan Small Finance Bank (listed company) and Royal Sundaram General Insurance Co. Limited (Public Company).

Details of Other Directorships

- Ujjivan Small Finance Bank Limited
- Royal Sundaram General Insurance Co. Limited

Nationality: Indian



Dr. Vivek Mansingh
Additional Director
(Category – Non-Executive Independent)

Dr. Vivek Mansingh is a distinguished engineer and accomplished entrepreneur with a rich academic and professional background. He is an alumnus of Stanford University (Executive Business Management Program), Queen’s University, Canada (Ph.D. Engineering Design); and National Institute of Technology, Allahabad (BE – Awarded Gold Medal).

He was listed in the “National Who’s Who of the United States” in the year 2000. He has also received India’s highest Chanakya Innovative Leadership Award in 2012 from the Public Relations Council of India and IT Man of the Year 2016 from Enterprise Connect, USA.

Previously, he has also served as the President - Collaboration & Communications Group at Cisco, Chairman at AxisCades Technologies Limited, Head at Dell R&D, Managing Director at Ishoni Networks (Acquired by Philips), and Portal Software (Acquired by Oracle), in India. He also held management positions in the top technology organisations, HP and Fujitsu in Silicon Valley, USA. He is also the founder of

ATTI (Aavid) in the USA. Dr. Mansingh is currently the General Partner of Your Nest VC Fund.

In 2023, Penguin published his book ‘Achieving Meaningful Success: Unleash the Power of Me!’ which became a national bestseller. He has also published hundreds of articles and technical papers and contributed to two technology books. His honours include the National Who’s Who for the United States, Public Relations Council of India’s Chanakya Leadership Award, Lifetime Achievement Award by National Institute of Technology, Allahabad, and IT Man of the Year, India 2016 award by Global Enterprise Connect (USA).

Details of Other Directorships

- Jana Urban Space Foundation (India)
- Innovatia India Knowledge Management Services Private Limited
- Innovatia India IT & Knowledge Solutions Private Limited

Nationality: Citizen of the United States with OCI

Building a Culture of Ethics and Integrity

Ethics and Transparency

At Qess Corp, we recognize that ethical conduct and transparency are the cornerstones of sustainable business. Our governance framework is reinforced by robust policies, codes of conduct, and international certifications that safeguard integrity, accountability, and trust across all our operations.

Code of Business Conduct

We have adopted a Code of Business Conduct that applies to our Board of Directors, Senior Management, and employees. All members of the leadership affirm their compliance with this Code annually. The Code requires employees to act with honesty, fairness, and integrity, fostering a culture of professionalism, respect, and ethical responsibility.

Managing Conflicts of Interest

To maintain transparency, Directors disclose their directorships and committee positions annually and abstain from participating in decisions where conflicts of interest may arise. No material financial or commercial transactions occurred during the reporting year that posed potential conflicts of interest.

Code for Prevention of Insider Trading

In alignment with SEBI's PIT Regulations, we have established a Code of Conduct for Regulating, Monitoring, and Reporting of Trades by Designated Persons (DPs). This includes digital tracking of trades, guidelines on handling Unpublished Price Sensitive Information (UPSI), and periodic awareness sessions. A Code of Fair Disclosure of UPSI further ensures transparency in external communications.

Business ISO Certifications

Our commitment to global best practices is reflected in multiple ISO certifications across business units:

- Qess Corp: ISO 9001:2015, ISO 27001:2013, ISO 14001:2015, ISO 45001:2018 ISO 37000:2016

These certifications validate our adherence to quality, safety, environment, and governance standards.

Key Governance Policies

- **Anti-Bribery and Anti-Corruption Policy:** Defines and prohibits all forms of bribery, supported by strong controls, mandatory due diligence for third-party vendors, and training programs to maintain a corruption-free environment.

- **Whistle-Blower Policy:** Provides employees with a secure and confidential mechanism to report violations without fear of retaliation. Anonymous reporting is permitted, and strict anti-retaliation measures ensure accountability and trust.
- **Human Rights Policy:** Reinforces our responsibility to respect and protect human rights across all operations, ensuring a workplace free from harassment, discrimination, and exploitation.
- **Prevention of Sexual Harassment (POSH) Policy:** Establishes a zero-tolerance approach to harassment, with Internal Committees, awareness programs, and online training modules to ensure a safe and inclusive workplace.
- **Equal Employment Opportunity Policy:** Promotes fairness and equality in employment, training, and career growth, regardless of race, gender, age, disability, or background, reinforcing our commitment to diversity and inclusion.
- **Risk Management Policy:** Provides a structured framework for proactively identifying and mitigating risks while capitalizing on opportunities to ensure sustainable and stable growth.
- **ESG Policy:** Qess recognizes that social and ecological challenges are as vital as economic drivers in shaping business. ESG is central to our commitment to responsible corporate citizenship, guided by our core values. We strive to positively impact the environment, our customers, employees, and communities, while aligning our ESG approach with our strategic goals and stakeholder experience.
- **Customer Service Practice Policy:** The Customer Service Practices Policy provides Qess employees with guidelines and procedures for effective customer interactions, ensuring customer success across all stakeholders, including individuals, organizations, firms, and statutory bodies in India and other countries where Qess operates.

Through these codes, certifications, and policies, Qess Corp fosters a culture of transparency, accountability, and ethical conduct. These measures strengthen our ESG framework, enabling us to build trust with stakeholders while advancing long-term, sustainable business growth.

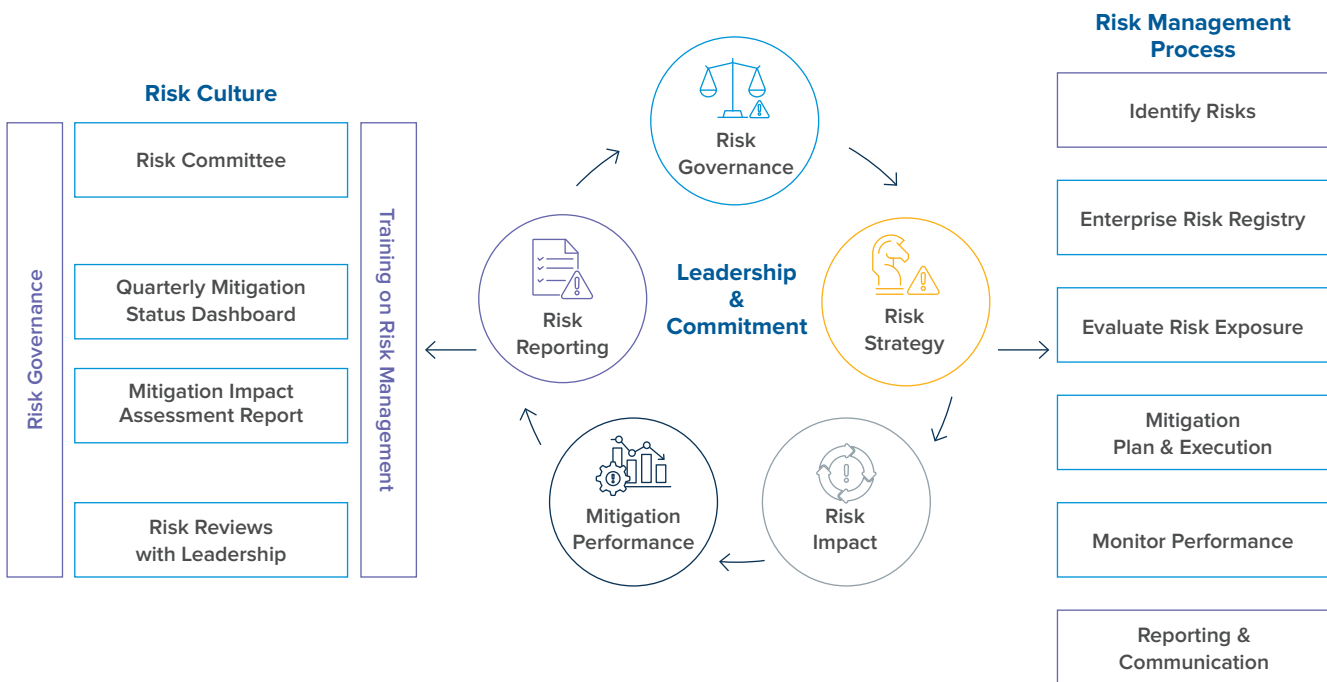
Risk Management

Enterprise Risk Management (ERM)

Quess Corp uses a rigorous Enterprise Risk Management (ERM) framework to identify, assess, and manage internal and external risks that could affect our operations, financial performance, and strategic goals. Our ERM methodology follows industry best practices and regulatory standards, providing business resilience. Our risk-aware culture helps our teams foresee problems, respond to risks, and seize opportunities.

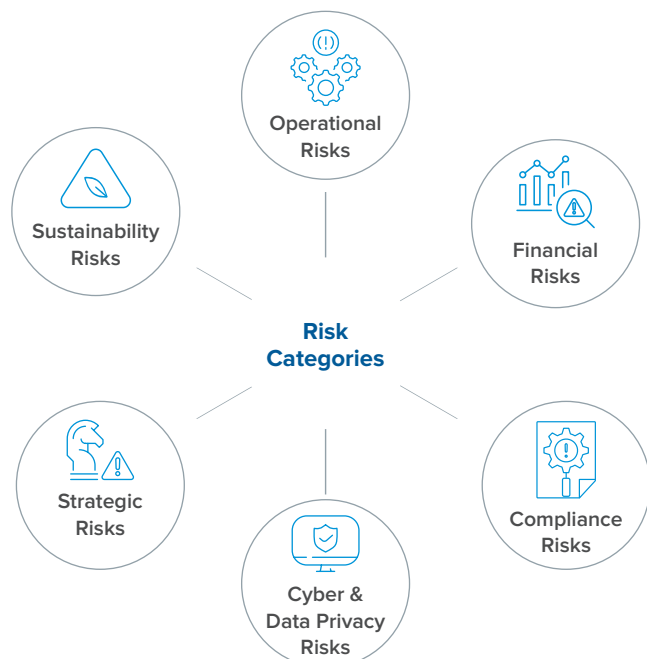
During the year, we continued to enhance our risk management processes by leveraging technology, strengthening internal controls, and refining our risk assessment methodologies. Our Board of Directors and Risk Management Committee play a pivotal role in overseeing risk governance, ensuring that our risk appetite aligns with our corporate vision and stakeholder expectations.

Integrated ERM Framework (COSO & ISO 31000 adapted)



Salient features of Our ERM Framework

- Our Risk Management Policy approved by the Board establishes a structured and disciplined approach to risk management, supporting strategic decision-making. The Risk Management Committee, comprising Board members and C-suite executives, reviews and monitors progress on mitigation plans, offering necessary guidance and direction.
- The Corporate Risk Management Team actively collaborates with independent Internal Auditors to identify areas where processes and internal controls require enhancement for improved risk management. Audit findings, along with management action plans, are discussed and reviewed by the Audit Committee of the Board.
- Business-level SOPs and policies, along with centrally issued policies, shape the internal control framework and strengthen our comprehensive risk management processes



Key Business Risks:

Risk	Risk Mitigation
 <p>Digitisation and Automation</p> <p>Failure to embrace emerging technologies can lead to outdated systems, operational inefficiencies, and diminished ability to meet evolving customer expectations, ultimately impacting competitiveness and service quality.</p>	<p>To mitigate this risk and maintain our digital edge, we continue to invest in cutting-edge technology upgrades and AI-driven solutions across our platforms and operations –</p> <ul style="list-style-type: none"> ■ We have integrated an AI-powered KYC verification system into our proprietary employee onboarding platform (<i>POP 2.0</i>) to enhance speed and compliance ■ Robotic Process Automation (RPA) initiatives are underway to automate attendance data capture directly from client systems, enabling seamless and error-free payroll processing ■ Leveraging our deep industry expertise, we continue to innovate through platforms such as HAMARA Jobs, HAMARA HR, HAMARA Benefits, and TaskMo, delivering scalable and tech-enabled workforce solutions across diverse segments
 <p>Cyber Security & Data Protection</p> <p>The risk of unauthorised access, data breaches, or cyber threats poses a serious challenge to business continuity, data integrity, and regulatory compliance, potentially resulting in financial losses, reputational damage, and legal exposure.</p>	<p>To mitigate these risks:</p> <ul style="list-style-type: none"> ■ The Company has instituted a comprehensive cybersecurity framework overseen by a dedicated Cyber Security Council, led by the Chief Technology Officer and Business IT Heads ■ The Company adheres to ISO standards and global best practices, ensuring a robust and proactive approach to cyber defence ■ Regular Vulnerability Assessment and Penetration Testing (VAPT) is conducted to identify and remediate system weaknesses, while Security Information and Event Management (SIEM) tools enable real-time threat detection and incident response ■ Data Loss Prevention (DLP) and Two-Factor Authentication (2FA) are enforced across critical systems to secure sensitive data and control access ■ Infrastructure is protected through Web Application Firewalls (WAF), Mobile Device Management (MDM), and comprehensive endpoint security solutions ■ To strengthen organisational resilience, periodic employee training programmes are conducted to raise awareness of cyber hygiene, data privacy, and secure digital practices
 <p>Workplace Safety</p> <p>Failure to maintain a safe, secure, and compliant workplace can result in accidents, injuries, or incidents of misconduct, leading to operational disruption, legal liabilities, financial penalties, and reputational harm.</p>	<p>At Ques, we are committed to ensuring a safe and healthy work environment.</p> <ul style="list-style-type: none"> ■ We conduct regular training programmes on workplace safety protocols and POSH (Prevention of Sexual Harassment) awareness to ensure employees are informed and empowered ■ Safety Champions are appointed across business units to embed a culture of safety at the grassroots level ■ To support effective grievance redressal, we have implemented a centralised employee safety and grievance management platform that enables prompt reporting, tracking, and resolution of concerns ■ A dedicated SOS team is also in place to proactively monitor and address all safety-related issues, reinforcing our commitment to providing a safe and responsive work environment for all employees

Risk



Employee Upskilling & Talent Development

The inability to continuously upskill employees and nurture talent can result in a less agile workforce, reduced operational effectiveness, and difficulty adapting to evolving industry demands, ultimately impacting long-term competitiveness and sustainability.

Risk Mitigation

At Quess, we are deeply committed to building a future-ready workforce through a structured and inclusive talent development framework.

- Continuous learning is enabled through our HRMS platform and the SPARKS Digital Learning Platform, developed in partnership with Skillssoft, offering access to a wide range of technical courses, soft-skill development, audiobooks, and certifications
- We place strong emphasis on upskilling in emerging domains such as Generative AI and Change Management and have institutionalised a mandatory 52 hours of learning per employee per year to ensure consistent development

In addition to annual compliance training on topics like Code of Conduct, POSH, Insider Trading, ESG, and ERM, we have launched targeted programmes to foster leadership and career growth:

- **Great Within** – A holistic self-development programme
- **GROW** – Focussed on advancing women into leadership roles
- **LEAP** – Designed to accelerate the growth of high-potential managers
- **Evolve** – Prepares first-time managers for leadership responsibilities



Compliance with Labour & Other Regulatory Laws

Non-compliance with labour and other regulatory requirements can lead to legal penalties, financial exposure, operational disruptions, and adverse reputational impact. It may also undermine workforce confidence and stakeholder trust.

- A dedicated central compliance team, supported by business unit-level compliance functions, ensures adherence to applicable labour laws and regulations at the central, state, and local levels
- The Company maintains rigorous monitoring and reporting mechanisms for key statutory obligations including Provident Fund (PF), Employee State Insurance (ESI), Professional Tax (PT), Minimum Wages, and other labour-related mandates
- Regular internal audits and dashboards enable proactive identification and resolution of deviations
- Furthermore, ongoing training programmes are conducted to keep teams well-informed of regulatory changes, reinforcing a culture of accountability

Through a standardised and technology-driven compliance process, Quess ensures consistent, end-to-end compliance across all business units.



Reduction of Carbon Footprint

Insufficient action toward reducing carbon emissions can result in increased energy costs, hinder sustainability goals, and negatively impact corporate reputation, while contributing to long-term environmental degradation.

- We maintain a low-carbon operational model through minimal energy consumption and the adoption of digital workflows that enhance efficiency while reducing environmental impact
- We actively promote resource conservation, responsible sourcing, and recycling initiatives across our facilities
- In FY 2024-25, we successfully recycled over 3.5K+ kg of e-waste from landfills through certified recycling partners

These efforts form a core part of our broader ESG commitment to environmental stewardship and climate responsibility.

Internal Controls and Governance

The Company has instituted a strong and structured Internal Control System (ICS), aligned with the requirements of the Companies Act, 2013, and calibrated to its business scale and complexity. These controls are embedded in operational workflows through well-defined policies and procedures approved by the Board, ensuring regulatory compliance, asset protection, transaction integrity, and accurate financial reporting.

The internal audit function is carried out by M/s. Grant Thornton Bharat LLP, under the direction and oversight of the Audit Committee, to whom the Internal Auditor reports independently. Regular audits are conducted across business functions to assess control effectiveness and compliance with statutory and internal norms. Audit observations and action plans are reviewed by management and presented to the Audit Committee on a quarterly basis.

The Audit Committee, comprising 6 (six) directors (including four independent directors), closely monitors the implementation of recommendations and ensures the effectiveness of internal controls and risk management systems. In parallel, the statutory audit conducted by M/s. Deloitte Haskins and Sells LLP includes an evaluation of internal financial controls over financial reporting, in accordance with Section 143 of the Companies Act, 2013, and SEBI Listing Regulations.

The Company continues to enhance its control environment by prioritising automated and preventive controls over manual processes. A robust ERP system and other digital platforms serve as the technological backbone of its internal controls, supporting real-time monitoring, process discipline, and data accuracy. These systems are continuously updated to address evolving business needs, strengthen governance, and reinforce financial integrity.

Cautionary Statement

The statements made in the Management Discussion and Analysis describing the Company's objectives, projections, estimates, and expectations may be 'forward-looking' statements within the meaning of applicable securities laws & regulations. Actual results could differ from those expressed or implied. Important factors that could make a difference to the Company's operations include economic conditions affecting demand, supply, and price conditions in the domestic & overseas markets in which the Company operates, changes in government regulations, tax laws & other statutes, and other incidental factors. The Company assumes no responsibility in respect of forward-looking statements, which may be amended or modified in the future.



Cyber & Information Security

Cyber Risk Management and Data Protection

At Quess Corp, we have established a comprehensive cybersecurity and privacy framework that is embedded across all operations. This framework ensures compliance with regulatory requirements across the geographies where we operate, while addressing the evolving risks of cybersecurity, data privacy, information security, and business continuity.

Our approach emphasizes transparency, balancing privacy with innovation, and fostering stakeholder trust. To mitigate risks, we deploy advanced security measures such as encryption protocols, secure data storage systems, and adherence to global privacy regulations and best practices. This reinforces responsible data handling across the organization and strengthens stakeholder confidence.

Privacy Statement Framework

Our executive leadership holds accountability for the effectiveness of our privacy and data protection practices. In alignment with this responsibility, Quess has enhanced its privacy statement framework, which governs the collection, use, disclosure, and transfer of personal data across digital platforms. This framework ensures that the privacy of candidates, customers, vendors, and shareholders is safeguarded.

Personal data is processed to improve user experiences, resolve technical issues, maintain functionality, analyze usage trends, respond to queries, deliver relevant content, and process job applications. Data handling is guided by legitimate business interests or individual consent, in compliance with applicable laws and regulations. Individuals also retain the right to access, rectify, update, or delete their personal data, and to object to processing within legal provisions.

Cybersecurity

Quess demonstrates its commitment to a secure IT environment by adopting industry best practices and global cybersecurity standards. Key measures include:

- **ISO 27001 Certification:** Our Information Security Management System (ISMS) is ISO 27001 certified, reflecting adherence to globally recognized standards for information security
- **Vulnerability Assessment and Penetration Testing (VAPT):** Regularly conducted to identify and mitigate risks
- **Cloud Infrastructure:** Migration of applications to the cloud for enhanced efficiency and seamless remote operations
- **Network Security**
- **SIEM Tools:** Continuous monitoring and real-time threat detection against known and unknown risks
- **PII Protection:** Encryption of all Personal Identification Information within systems and products

Cybersecurity oversight is driven by a 12-member council, chaired by the Chief Digital Officer. Platform and business IT heads meet weekly to review and refine security protocols, ensuring a proactive stance against emerging threats.

Data Security

To safeguard sensitive information, Quess applies a layered security framework encompassing administrative, physical, and technical safeguards. These protocols are designed to prevent unauthorized access while maintaining the confidentiality, integrity, and availability of information.

Through these robust practices, including ISO 27001 certified systems, Quess ensures a resilient and secure digital environment that supports business continuity and fosters stakeholder trust.



Annexure 1

Business Responsibility and Sustainability Report (BRSR)

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1: Corporate Identity Number (CIN) of the listed entity	L74140KA2007PLC043909
2: Name of the listed entity	Quess Corp Limited
3: Year of incorporation	2007
4: Registered office address	Quess Tower, Sky Walk Avenue, 32/4, Hosur Road, Roopena Agrahara, Bommanahalli, Bengaluru - 560068, Karnataka, India
5: Corporate address	Quess Tower, Sky Walk Avenue, 32/4, Hosur Road, Roopena Agrahara, Bommanahalli, Bengaluru - 560068, Karnataka, India
6: E-mail	investor@quesscorp.com
7: Telephone	080-49345666
8: Website	www.quesscorp.com
9: Financial year for which reporting is being done	April 01, 2024 to March 31, 2025
10: Name of the Stock Exchange(s) where shares are listed	BSE Limited (BSE) National Stock Exchange of India Limited (NSE)
11: Paid-up Capital	₹ 1,489.19 million
12: Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Kundan K Lal Senior Vice President & Company Secretary 080-49345666 cosecretary@quesscorp.com
13: 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)	The disclosures in this report are made on a post-demerger basis, covering Quess Corp Limited and its subsidiaries, as detailed in Point No. 23 of Section A of the Business Responsibility and Sustainability Report (BRSR) and on page 73 of the Annual Report for FY 2024–25.
14: Name of assurance provider	Not Applicable (As per the SEBI Applicability Criteria)
15: Type of assurance obtained	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	General staffing	It provides tailor-made solutions for diverse staffing requirements and expert recruitment solutions.	86.82%
2	Professional staffing	It provides comprehensive IT staffing solutions across industry verticals.	5.52%
3	Overseas business	It provides staffing and recruitment solutions to clients across Asia Pacific and Middle East region.	7.63%
4	Digital platforms	It provides customized staffing services, expert talent acquisition, search and recruitment, payroll compliance to manpower management.	0.03%

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	General staffing	7830	86.82%
2	Professional staffing	7830	5.52%
3	Overseas business	7830	7.63%
4	Digital platforms	7830	0.03%

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	28	28
International	Nil	8	8

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 Corp Limited is India's largest and a global leader in Staffing and Workforce Solutions, empowering businesses to enhance productivity through our deep domain expertise and future-ready workforce through our AI-driven digital platforms. We offer a comprehensive suite of technology-driven staffing and managed outsourcing services, and are a leading provider across BFSI, Retail, Telecom, Manufacturing, IT, and GCCs.

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)
EMPLOYEES						
1	Permanent (D)	2,017	1,135	56%	882	44%
2	Other than permanent (E)	539	141	26%	398	74%
3	Total employees (D + E)	2,556	1,276	50%	1,280	50%
WORKERS						
4	Permanent (F)	3,69,033	3,09,954	84%	59,079	16%
5	Other than permanent (G)	69,558	57,100	82%	12,458	18%
6	Total employees (F+ G)	4,38,591	3,67,054	84%	71,537	16%

b. Differently-abled employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No.(B)	%(B/A)	No. (C)	%(C/A)
DIFFERENTLY-ABLED EMPLOYEES*						
1	Permanent (D)	1	1	100%	-	-
2	Other than permanent (E)	-	-	-	-	-
3	Total differently-abled employees (D + E)	1	1	100%	-	-
DIFFERENTLY-ABLED WORKERS						
4	Permanent (F)	335	298	89%	37	11%
5	Other than permanent (G)	-	-	-	-	-
6	Total employees (F+ G)	335	298	89%	37	11%

21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Female	
		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)

	FY2025*			FY2024			FY2023		
	(Turnover rate in current FY)			(Turnover rate in previous FY)			(Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent employees	42.4%	49.3%	45.5%	48.6%	38.5%	41.4%	47.0%	61.5%	50.8%
Permanent workers	97%	21%	118%	72%	17%	89%	-	-	-

*The recent changes in industry norms within the BFSI sector have led to an increase in the turnover rate among permanent workers.

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 the listed entity	Does the entity indicated at column A, participate in the business responsibility initiatives of the listed entity? (Yes/No)
1	Excelus Learning Solutions Private Limited	Subsidiary	100%	Yes
2	Stellarslog Technovation Private Limited (Taskmo)	Subsidiary	100%	Yes
3	Billion Careers Pvt. Ltd.	Subsidiary	100%	Yes
4	Quess International Services Private Limited (Golden Star Facilities and Services Private Limited)	Subsidiary	100%	Yes

5	Quess East Bengal FC Private Limited (Under Liquidation)	Subsidiary	100%	No
6	Quess Corp Holdings Pvt. Ltd. (Singapore)	Subsidiary	100%	No
7	Quess (Philippines) Corp	Subsidiary	100%	No
8	Quess Corp Vietnam Limited Liability Company	Subsidiary	100%	No
9	Quesscorp Singapore Pvt. Ltd. (formerly Comtel Solutions Pvt. Ltd.), Singapore	Step-down Subsidiary	100%	No
10	Quess Selection & Services Pvt. Ltd. (formerly ComtelPro Pvt. Limited)	Step-down Subsidiary	100%	No
11	Quess Malaysia Digital Sdn. Bhd (former Comtelink SDN. BHD)	Step-down Subsidiary	100%	No
12	Quess Corp Lanka (Private) Limited	Step-down Subsidiary	100%	No
13	Quess Global (Malaysia) Sdn. Bhd	Step-down Subsidiary	100%	No
14	Quess Corp Solutions Pvt. Ltd.	Step-down Subsidiary	100%	No
15	Quess Corp Consulting Pvt. Ltd.	Step-down Subsidiary	100%	No
16	Quess Recruit Inc.	Associate	25%	No
17	Agency Pekerjaan Quess Recruit Sdn. Bhd.	Associate	49%	No
18	Quess Corp NA LLC	Step-down Subsidiary	100%	No
19	Quess Corp Manpower Supply Services LLC	Step-down Subsidiary	100%	No
20	Quess Corp Management Consultancies STY	Step-down Subsidiary	100%	No

VI. CSR Details

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

Yes

(ii) Turnover (in million)

₹ 13,7872.11 (Standalone)

(iii) Net worth (in million)

₹ 9,298.65 (Standalone)

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 the complaint is received	Grievance redressal mechanism in place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY2025* Current Financial Year			FY2024 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at the 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, https://www.quesscorp.com/corporate-governance/	0	0	0	0	0	NIL
Investors (other than shareholders)	Yes, https://www.quesscorp.com/corporate-governance/	0	0	0	0	0	NIL
Shareholders	Yes, https://www.quesscorp.com/corporate-governance/	5	0	All 5 complaints disposed off	8	0	All 8 disposed off
Employees and workers	Yes, https://www.quesscorp.com/corporate-governance/	469	0	All 469 complaints disposed off	33	0	All 33 disposed off
Customers	Yes, https://www.quesscorp.com/corporate-governance/	0	0	0	0	0	NIL
Value chain partners	Yes, https://www.quesscorp.com/corporate-governance/	0	0	0	0	0	NIL
Other (please specify)	Yes, https://www.quesscorp.com/corporate-governance/	0	0	0	0	0	NIL

*Does not include POSH complaint.

*The FY25 data pertains to Qess and its subsidiaries post-approval of the Composite Scheme of Arrangement, i.e., Demerger.

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.

S. 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	Digitization and automation	R	Failure to adapt to evolving technologies may result in outdated systems, operational inefficiencies, and an inability to meet changing customer expectations, ultimately affecting competitiveness and customer satisfaction	<p>We stay ahead in technology through ongoing upgrades and AI integration across our digital platforms & systems.</p> <p>Built AI-powered KYC verification system into our employee onboarding tool (POP2.0).</p> <p>Initiated RPA development to capture attendance data directly from clients for seamless payroll processing.</p> <p>Leveraged industry expertise and technology to deliver innovative platforms like HAMARA Jobs, HAMARA HR, HAMARA Benefits & TASKMO.</p>	Positive implications
2	Cyber security & data protection	R	Risk of unauthorized access, data breaches, or cyber threats compromising sensitive information and business operations may lead to financial loss, reputation damage, and legal implications	<p>The Cyber Security Council, led by the CTO and Business IT Heads, oversees and manages the organization's cybersecurity strategy.</p> <p>Aligning with ISO standards and industry best practices.</p> <p>Regular Vulnerability Assessment and Penetration Testing (VAPT) is conducted to identify and mitigate system vulnerabilities.</p> <p>Security Information and Event Management (SIEM) tools are deployed for real-time threat detection and rapid response.</p> <p>Data Loss Prevention (DLP) and Two-Factor Authentication (2FA) are enforced to safeguard sensitive information and ensure secure access.</p> <p>Web Application Firewalls (WAF), Mobile Device Management (MDM), and endpoint security tools are implemented to strengthen infrastructure security.</p> <p>Periodical employee training programs are conducted to build awareness of cyber hygiene and data protection practices.</p>	Positive implications

S. 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)
3	Workplace safety	R	Failure to maintain a safe and healthy work environment may lead to workplace incidents such as accidents, injuries, or misconduct, resulting in operational disruptions, regulatory non-compliance, financial penalties, and reputational damage	<p>At Ques, we are committed to ensuring a safe and healthy work environment.</p> <p>Conduct regular training on work safety, POSH Awareness, etc.</p> <p>Appoint and empower safety champions across business units to foster a strong safety culture.</p> <p>Employee safety and grievance management tool deployed to report, track, and resolve employee concerns effectively.</p> <p>Dedicated SOS team actively monitors and addresses all employee safety-related complaints to ensure a secure working environment.</p>	Positive implications

S. 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)
4	Employee upskilling & talent development	R	Failure to continuously upskill employees and develop talent may lead to a less agile workforce, decreased operational effectiveness, and challenges in adapting to industry advancements, impacting long-term sustainability	<p>Enable continuous learning via our HRMS platform and SPARKS Digital Learning Platform, in collaboration with Skillsoft.</p> <p>Access to a wide range of technical, soft-skill courses, audiobooks, and certification programs.</p> <p>Promote upskilling in emerging areas like Generative AI and Change Management to enhance productivity.</p> <p>Mandate 52 hours of learning per employee per year for structured growth.</p> <p>Conduct annual compliance training on key topics such as Code of Conduct (CoC), POSH, Insider Trading, ESG, ERM, and others.</p> <p>The following programs have been launched to support employee development:</p> <p>Great Within – Focused on holistic self-development.</p> <p>GROW Program – Designed to advance women in leadership roles.</p> <p>LEAP Program – Accelerates growth for high-potential managers.</p> <p>Evolve Program – Prepares first-time managers for leadership responsibilities.</p>	Positive implications

S. 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)
5	Compliance with labour & other regulatory laws	R	Risk of non-compliance with labour and regulatory laws, leading to legal penalties, financial liabilities, and operational disruptions. Failure to adhere to these regulations may also impact workforce morale and reputation.	<p>Compliance with labour regulations is critical, given our extensive staffing operations across sectors and geographies.</p> <p>Dedicated central and business compliance teams oversee adherence to all labour laws at the central, state, and local levels.</p> <p>Tracking & monitoring of all the compliances like PF, ESI, PT, minimum wages, etc., across all the businesses, with timely reporting of any deviations.</p> <p>Continuous training programs to keep employees updated on regulatory requirements.</p> <p>Ensure consistent, end-to-end compliance across all business units.</p>	Negative implications
6	Reduction of carbon footprint	R	Inadequate carbon footprint reduction efforts may lead to higher energy costs and sustainability challenges, ultimately causing reputational damage, long-term environmental impact, and contributing to global warming	<p>We maintain a low-carbon footprint with minimal energy consumption.</p> <p>Embrace digital solutions to enhance efficiency and reduce environmental impact.</p> <p>Encourage resource recycling and responsible sourcing practices.</p> <p>During the year, recycled 3,500+ kg of electronic waste from landfills through certified e-waste recycling.</p>	Positive implications

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9	
Policy And Management Processes											
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				

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
c. Web link of the policies, if available	https://www.quesscopy.com/corporate-governance								
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.	ISO standards, GPTW, UNSDG								
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 with 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 8.95 million job opportunities on Hamara Jobs, out of which 1.25 million jobs were created in FY25.							
	2	50% core women employees and 16% associate women employees.							
	3	The 20% emission intensity reduction target was originally established at the consolidated Quess Group level. However, following the recent demerger, we recognize the need to reassess this target to align with our current business structure. We will reevaluate our emission intensity goals to ensure they reflect the revised operational footprint and remain ambitious, relevant, and achievable.							
	4	40.9% ESG compliance with new vendor.							

* All specific targets have been updated in alignment with the post-demerger.

Governance, Leadership, and Oversight

7: Statement by the 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 to the CEO Speech section of the Annual Report 2025 on page no. 12.
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 2025 on page no. 121.

10: Details of review of NGRBCs by the Company:

Subject for review	Indicate whether the review was undertaken by the 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
Performance against the above policies and follow-up action Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances	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.									

	P1	P2	P3	P4	P5	P6	P7	P8	P9
11. Has the entity carried out an independent assessment/evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide the 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 their impact	% age of persons in respective category covered by the awareness programmes
Board of directors	18	All principles covered	100%
Key managerial personnel	19	All principles covered	100%
Employees other than BoD and KMPs	2537	All principles covered	100%
Workers*	-	-	-

*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, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity’s website.

Monetary					
Category	NGRBC principle	Name of the regulatory/enforcement agencies/judicial institutions	Amount (In INR)	Brief of the case	Has an appeal been preferred? (Yes/No)

Penalty/Fine Refer to the Company’s website for all disclosures made under Regulation 30 of the SEBI Listing Regulations at <https://www.quesscopy.com/announcements/>

Settlement Nil

Compounding fee

Non-Monetary

Category	NGRBC principle	Name of the regulatory/enforcement agencies/judicial institutions	Amount (In INR)	Brief of the case	Has an appeal been preferred? (Yes/No)
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Imprisonment Nil

Punishment

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.

Case Details	Name of the regulatory/enforcement agencies/judicial institutions
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Refer to the Company’s website for all disclosures made under Regulation 30 of the SEBI Listing Regulations at <https://www.quesscopy.com/announcements/>

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, Quess 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, Quess Corp reserves the right to report suspected violations to the relevant authorities.

<https://quesscopy.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 payable ((Accounts payable *365)/Cost of goods/services procured) in the following format:

	FY2025* (Current Financial Year)	FY2024 (Previous Financial Year)
Number of days of accounts payable*	34	27

*The FY25 data pertains to Quess and its subsidiaries post-approval of the composite scheme of arrangement, i.e., Demerger.

9. Openness 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:

S. No.	Parameter	Metrics	FY2025* (Current Financial Year)	FY2024 (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)	2%	6%
b	Share of RPTs in	Sales (Sales to related parties/total sales)	0.1%	1%
c	Share of RPTs in	Loans & advances (Loans & advances given to related parties/total loans & advances)	96%	100%
d	Share of RPTs in	Investments (Investments in related parties/total investments made)	100%	97%

* The FY25 data pertains to Qess and its subsidiaries post-approval of the composite scheme of arrangement, i.e., Demerger.

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 products 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?

40.9%

- 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	Total (A)	% of employees covered by									
		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)
Permanent employees											
Male	1,276	1,276	96%	1,276	96%	-	0%	1,276	96%	-	-
Female	1,280	1,280	93%	1,280	93%	1,280	93%	-	0%	-	-
Total	2,556	2,556	94%	2,556	94%	1,280	47%	1,276	47%	-	-
Permanent workers											
Male	3,67,054	3,67,054	100%	3,67,054	100%	-	0%	-	0%	-	-
Female	71,537	71,537	100%	71,537	100%	71,537	100%	-	0%	-	-
Total	4,38,591	4,38,591	100%	4,38,591	100%	71,537	16%	-	0%	-	-

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

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

	FY2025* Current Financial Year	FY-2024 Previous Financial Year
Cost incurred on the well-being measures as a % of the total revenue of the company	0.002%	0.25%

*The FY25 data pertains to Quess and its subsidiaries post-approval of the composite scheme of arrangement, i.e., Demerger.

2. Details of retirement benefits, for current financial year and previous financial year.

Benefits	FY2025* Current Financial Year			FY2024 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%	80%	Yes	100%	88%	Yes

Gratuity	100%	84%	Yes	100%	90%	Yes
ESI	14%	55%	Yes	10%	67%	Yes

Note: We have considered only permanent employees.

*The FY25 data pertains to Quess and its subsidiaries post-approval of the composite scheme of arrangement, i.e., Demerger.

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 who took parental leave.

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	-	-	75%	25%
Female	82%	18%	91%	9%
Total	82%	18%	91%	9%

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and workers? 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 the 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, HAMARA HR for our non-permanent employees.</p>

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

Nil

8. Details of training given to employees and workers:

Category	FY2025* Current Financial Year	FY2024 Previous Financial Year
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	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)
Employees										
Male	1,276	1,276	100%	1,276	100%	5,690	5,690	100%	5,263	92%
Female	1,280	1,280	100%	1,280	100%	3,505	3,505	100%	3,221	92%
Total	2,556	2,556	100%	2,556	100%	9,195	9,195	100%	8,484	92%

Workers: Performance rating are provided by the customers.

Note: We have considered only permanent employees.

*The FY25 data pertains to Quess and its subsidiaries post-approval of the composite scheme of arrangement, i.e., Demerger.

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

Category	FY2025*			FY2024		
	Current Financial Year			Previous Financial Year		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	1,276	1,276	100%	5,690	5,492	97%
Female	1,280	1,280	100%	3,505	3,128	89%
Total	2,556	2,556	100%	9,195	8,620	94%

Workers: Performance rating are provided by the customers.

Note: We have considered only permanent employees.

*The FY25 data pertains to Quess and its subsidiaries post approved of the composite scheme of arrangement, i.e., Demerger.

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 Hamara HR application. 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/workers 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	FY2025	FY2024
		Current Financial Year	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 for Working Condition and Health & Safety:

Nil

14. Assessments for the year:

% of value chain partners (by value of business done with such partners) that were assessed

Health & safety practices

Quess is certified by ISO 45001:2018

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 Hamara HR 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 (e-mail, 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	Stock exchange website, transfer agent of the company, e-mail, letters, notices, newspaper, advertisement, and through audio-video at the AGM, investors, analyst calls.	Quarterly, annually and as and when required	For sending regular communications to the shareholders regarding financial statement/result, any upcoming or happened events of the company. Further notices are sent to the shareholders to raise their concerns directly with the Chairman and to the Board if any.
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"> Proposing measures to increase employee competency at work as well as promote work-life balance. Learning opportunities. Building a safety culture and inculcating safe work practices among employees. Improving diversity and inclusion. Effective grievance mechanisms.
Government and regulatory authorities	No	Regulatory audits and inspections, environmental compliance, policies, good governance, statutory corporate filings, and direct interactions on a case-by-case basis	Annually and as per requirements	<ul style="list-style-type: none"> Report and compliance on Legal and Regulatory Requirements. Discussions with regards to various regulations and amendments, inspections, and approvals.
Communities	Yes	CSR activities, site visits, participation in events, meetings, and briefings, official communication channels (including e-mails, 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 creating an impact through our CSR initiatives and understanding areas of sustainable development.

PRINCIPLE 5: Businesses should respect and promote human rights.

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

Category	FY2025*			FY2024		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees*						
Permanent	2,017	2,017	100%	8,734	8,304	95%
Other than permanent	539	539	100%	461	461	100%
Total employees	2,556	2,556	100%	9,195	8,765	95%

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

Note: We have considered only permanent employees.

*The FY25 data pertains to Qess and its subsidiaries post-approval of the composite scheme of arrangement, i.e., Demerger.

- Details of minimum wages paid to employees and workers:

Minimum wage rates in scheduled employment 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 the 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	₹ 1.25 million	1	₹ 1.375 million
Key managerial personnel	3	₹ 41.613 million	0	0
Employees other than BoD and KMP	1,273	₹ 0.48 million	1,280	₹ 0.33 million
Workers:	Not applicable			

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

	FY2025* Current Financial Year	FY2024 Previous Financial Year
Gross wages paid to females as % of total wages.	66%	38%

*The FY25 data pertains to Quess and its subsidiaries post approved of the composite scheme of arrangement, i.e., Demerger.

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-2025 Current Financial Year			FY-2024* 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	66	5	Under Process	48	3	Under process
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

* The FY25 data pertains to Qess and its subsidiaries post-approval of the composite scheme of arrangement, i.e., Demerger.

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

	FY2025* Current Financial Year	FY2024 Previous Financial Year
Total complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	66	48
Complaints on POSH as a % of female employees/workers	0.09%	0.046%
Complaints on POSH upheld	38	37

* The FY25 data pertains to Qess and its subsidiaries post-approval of the composite scheme of arrangement, i.e., Demerger.

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, Qess 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 Qess 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	
Forced/involuntary labour	
Sexual harassment	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 the local authority of the entity's premises and offices.
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	FY2025* Current Financial Year	FY2024 Previous Financial Year
Energy consumption sources (in Giga Joules)		
From renewable sources		
Total electricity consumption (A)	-	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumption (A+B+C)	-	-
From non-renewable sources		
Total electricity consumption (D)	4,710.83 GJ	76,696.45 GJ
Total fuel consumption (E)	350.83 GJ	3,290.68 GJ
Energy consumption through other sources (F)	-	-
Total energy consumption (D+E+F)	5,061.66 GJ	79,987.13 GJ
Total energy consumption (A+B+C+D+E+F)	5,061.66 GJ	79,987.13 GJ
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees)*	0.036 GJ/₹ million	0.46 GJ/₹million
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/revenue from operations adjusted for PPP)*	0.76 GJ/million US\$	10.43 GJ/ million US\$
Energy intensity in terms of physical output (GJ/FTE)	1.98	-
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

* The FY25 data pertains to Quess and its subsidiaries post-approval of the composite scheme of arrangement, i.e., Demerger.

*For the purpose of calculation of intensity, a conversion factor of 20.66 INR/USD has been considered for adjusted Purchasing Power Parity (PPP) as per the International Monetary Fund (IMF) FY2025.

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	FY2025* Current Financial Year	FY-2024 Previous Financial Year
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third-party water	41,982 kl	218280.51 kl
(iv) Seawater/desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	41,982 kl	2,18,280.51kl
Total volume of water consumption (in kilolitres)	41,982 kl	2,18,280.51 kl
Water intensity per rupee of turnover (Water consumed/turnover)*	0.30 kl/ ₹million	1.24 kl/ ₹million
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)	6.29 kl/ /million US\$	28.47 kl/million US\$
(Total water consumption/Revenue from operations adjusted for PPP)		
Water intensity in terms of physical Output (KL/FTE)	16.43	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

*The FY25 data pertains to Qess and its subsidiaries post-approval of the composite scheme of arrangement, i.e., Demerger.

*For the purpose of calculation of intensity, a conversion factor of 20.66 INR/USD has been considered for adjusted Purchasing Power Parity (PPP) as per the International Monetary Fund (IMF) FY2025

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:

S. No.	Parameter	FY2025* (Current Financial Year)	FY2024 (Previous Financial Year)
	Water discharge by destinations and level of treatment (In Kilolitres)		
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)	12,594.69 kl	65,484.15 KL
	With treatment – please specify level of treatment	-	-

S. Parameter No.	FY2025* (Current Financial Year)	FY2024 (Previous Financial Year)
Total water discharged (in kilolitres)	12,594.69 kl	65,484.15 KL

*The FY25 data pertains to Quess and its subsidiaries post-approval of the composite scheme of arrangement, i.e., Demerger.

*The Company's water usage is designated solely for human consumption. With our 28 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) & their intensity, in the following format:

Parameter	Unit	FY2025* Current Financial Year	FY-2024 Previous Financial Year
Total Scope 1 Emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	tCO2e	389.46	1,647.31
Total Scope 2 Emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	tCO2e	795.22	12946.79
Total Scope 1 and Scope 2 emissions per rupee of turnover	tCO2e/₹million	0.0086	0.08
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions/revenue from operations adjusted for PPP)*	tCO2e/million US\$	0.17752	1.904
Total Scope 1 and Scope 2 emission intensity in terms of physical output	tCO2e/ FTE	0.46349	-

Parameter	Unit	FY2025* Current Financial Year	FY-2024 Previous Financial Year
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

*The FY25 data pertains to Qness and its subsidiaries post-approval of the composite scheme of arrangement, i.e., Demerger.

*For the purpose of calculation of intensity, a conversion factor of 20.66 INR/USD has been considered for adjusted purchasing power parity (PPP) as per the International Monetary Fund (IMF) FY2025

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 projects related to reducing Greenhouse Gas emissions? If Yes, then provide details.

The 20% emission intensity reduction target was originally established at the consolidated Qness Group level. However, following the recent demerger, we recognize the need to reassess this target to align with our current business structure. We will reevaluate our emission intensity goals to ensure they reflect the revised operational footprint and remain ambitious, relevant, and achievable.

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

- (a) Total waste generated (in metric tonnes)

Parameter	FY2025* Current Financial Year	FY2024 Previous Financial Year
Total waste generated (in metric tonnes)		
Plastic waste (A)	-	-
E-waste (B)	3.528	20.23
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
Total (A+B + C + D + E + F + G + H)	3.528	37.09
Waste intensity per rupee of turnover (Total waste generated/revenue from operations)*	0.000026 Mt /₹million	0.000217 Mt /₹million
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated/revenue from operations adjusted for PPP)	0.00053 Mt/ million US \$	0.00497 MT/PPP
Waste intensity in terms of physical output (Mt/FTE)	0.001381989	-
Waste intensity (optional) – the relevant metric may be selected by the entity	-	-
For each category of waste generated, total waste recovered through recycling, using, or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	3.528	37.09
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	3.528	37.09
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		

(i) Incineration	-	0.0043
(ii) Landfilling	-	-
(iii) Other disposal operations	-	-
Total	-	0.0043

*The FY25 data pertains to Quess and its subsidiaries post-approval of the composite scheme of arrangement, i.e., Demerger.

*For the purpose of calculation of intensity, a conversion factor of 20.66 INR/USD has been considered for adjusted purchasing power parity (PPP) as per the International Monetary Fund (IMF) FY2025

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 the 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, Quess 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 Quess' 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.

8

- b. List the top 10 trade and industry chambers/associations (determined based on the total members of such bodies) that 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	Karnataka Employees Association	State
7	The Employers Association, Delhi	State
8	Apex Chamber of Commerce, Delhi	State

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 e-mail. 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 - Quess 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:

	FY2025 Current Financial Year	FY2024 Previous Financial Year
Directly sourced from MSMEs/small producers.	25%	14.78%
Sourced directly from within the district and neighbouring districts.	100%	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	FY2025* Current Financial Year	FY 2024 Previous Financial Year
Rural	-	-

Semi-urban	9%	38%
Urban	13%	29%
Metropolitan	78%	33%

*The FY25 data pertains to Qness and its subsidiaries post-approval of the composite scheme of arrangement, i.e., Demerger.

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

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

Qness 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, guide them to a suitable solution, and close the ticket.

Toll-free Grievance Redressal – To provide round-the-clock assistance, Qness Corp enables clients with grievances 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 that is raised and assigned to the respective business executive for closure.

- Turnover of products and/services as a percentage of turnover from all products/services that carry information about environmental and social parameters relevant to the product, safe and responsible usage, recycling and/or safe disposal.

Not Applicable

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

Category	FY2025 (Current Financial Year)			FY2024 (Previous Financial Year)		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	1	0	All closed	Nil	-	-
Advertising	Nil	-	-	Nil	-	-
Cyber security	1	0	All closed	Nil	-	-
Delivery of essential services	Nil	-	-	Nil	-	-
Restrictive trade practices	Nil	-	-	Nil	-	-
Unfair trade practices	Nil	-	-	Nil	-	-
Other	Nil	-	-	Nil	-	-

- Details of instances of product recalls on account of safety issues:

Not Applicable

- 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.quesscopy.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.

1

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

100% breach involved internal employee/associate data only - (name, contact number, e-mail). No other sensitive data was compromised.

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

No external client or vendor data was impacted. Forensic analysis by Grant Thornton (GT) is complete.

Annexure 2 - SASB Disclosure

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 64)	SV-PS-230a.1
	Description of policies and practices relating to the collection, usage, and retention of customer information	Discussion and Analysis	Description	As described in the Privacy Policy and Data Security frameworks (Page 64)	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) 50% core and 16% associate women	SV-PS-330a.1
	(1) Voluntary and (2) Involuntary turnover rate for employees	Quantitative	Rate	Core: 1) 20.8% 2) 24.9% 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 (%)	89.2%	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 Whistleblower 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) 2556 full-time employees 2) ---- 3) 459000 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	50%	50%	
All Other Employees – Associate	16%	84%	

Annexure 3 - ESG-Related Policies

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



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