



ESG Policy

Evalueserve

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1. Introduction

Evalueserve (also referred to as the “Company”) recognizes the importance of environmental, social, and governance (ESG) factors in achieving its long-term business goals and is committed to sustainable and responsible business practices. For this purpose, the Company has formulated this ‘ESG policy’, which outlines the Company’s commitment to integrating ESG principles in its business activities and functioning. This ESG Policy also provides a framework for managing and communicating its commitment to sustainability.

Evalueserve acknowledges the significance of sustainable business practices and their influence on its stakeholders and the communities in which it operates. The Company is committed to accelerating global efforts and impact through its sustainable operations and fulfilling its responsibility as a sustainability-conscious organization. By making efforts towards reducing its environmental footprint, accelerating research, assisting its customers in developing sustainable solutions, and implementing ESG frameworks, the Company is integrating ESG initiatives in its journey towards a more sustainable future.

1.1 Purpose

The purpose of the ESG Policy is to integrate ESG considerations into the Company’s operations, thereby ensuring responsible and sustainable practices. By doing so, Evalueserve aims to demonstrate its commitment to ethical conduct, create long-term value for its stakeholders, and contribute positively to society and the environment.

1.2 Scope and Applicability

This policy applies to all Evalueserve employees, suppliers, partners, vendors, and third-party contractors. It covers the following key aspects:

- **Environmental:** Commitment to environmental protection and sustainability
- **Social*:** Approach to social responsibility and its impact on stakeholders, employees, communities, suppliers, and society at large.
- **Governance:** Promotion of ethical and good governance practices within Evalueserve

1.3 ESG Vision

We aim to redefine success by embedding environmental, social, and governance (ESG) principles at the heart of our operations. We are focused on nurturing people and protecting the planet through dedicated environmental initiatives, transformative social programs, and robust governance practices.



1.4 Commitment

"We prioritize the ESG principles and are committed to reducing our environmental impact, promoting social responsibility, and upholding good governance. We aim to deliver value to our clients and make a positive impact on society and the environment by adhering to the ESG principles."

Chief Sustainability Officer (CSO), Evalueserve

1.5 Review

The Company will review and update this ESG Policy as part of its commitment to sustainability and responsible business practices. The policy will be reviewed at least once a year or as and when required.



2. Governance and Stewardship

Evalueserve's Board of Directors plays a pivotal role in driving the implementation of its ESG Policy. Its active engagement and commitment to ESG principles guide the Company's decision-making processes. Through regular oversight, the board members ensure that the Company's sustainability goals are integrated into its strategic planning, risk management, and corporate governance. This commitment reflects Evalueserve's dedication to creating a positive impact on the environment, society, and its long-term financial performance, aligning its business practices with responsible and sustainable values.



3. Overview of ESG Functions

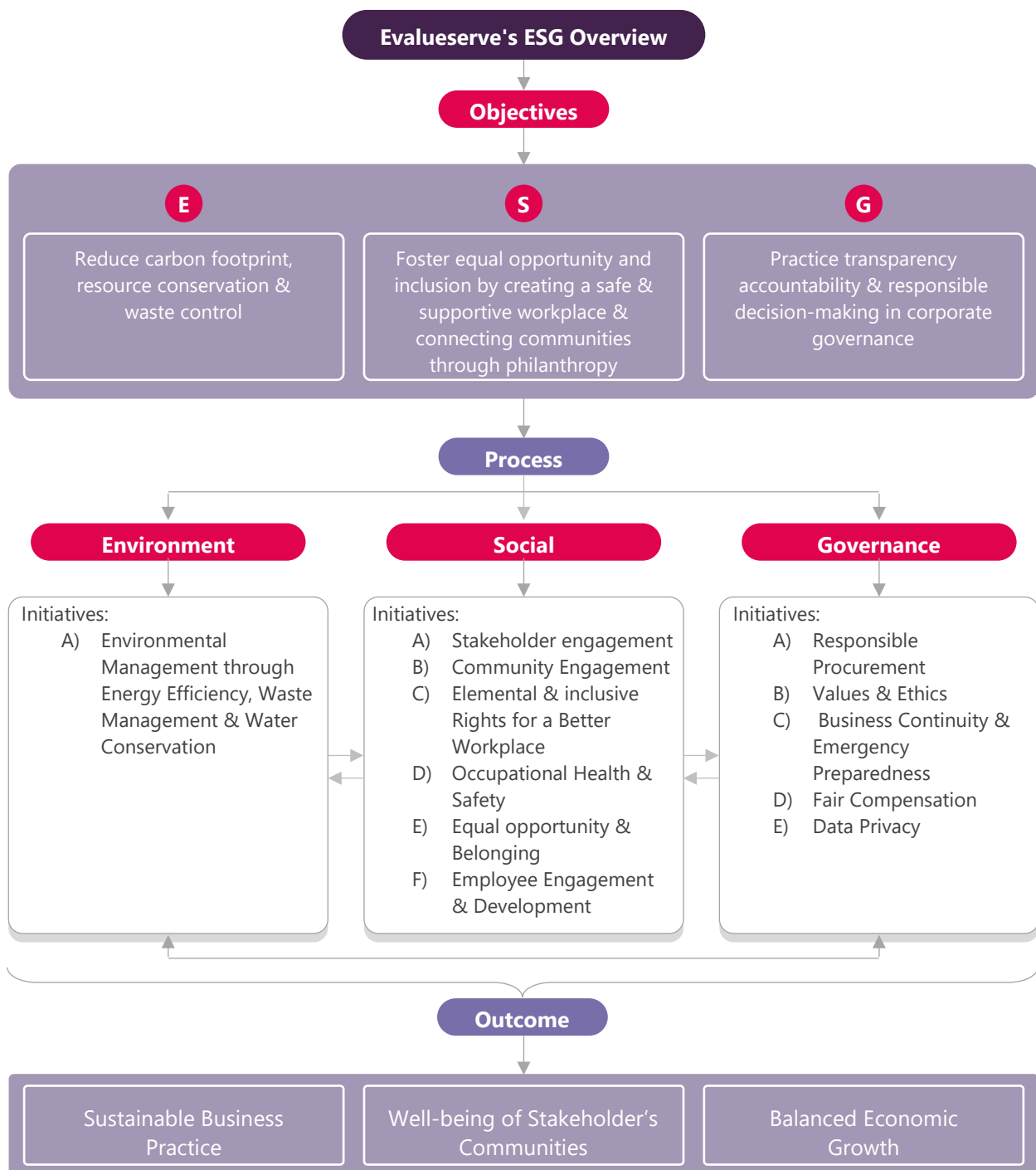


Figure 1: Evalueserve's ESG Overview

3.1 Integration of ESG Policy and SDGs

Evalueserve's ESG Policy is formulated in accordance with the United Nations' Sustainable Development Goals (SDGs), which represent a global agenda aimed at addressing urgent social, environmental, and governance challenges. This policy incorporates the underlying principles and objectives of the SDGs into the Company's business strategies and practices.



3.2 ESG Initiatives in Action

Evalueserve aims to build a more inclusive and sustainable future by embedding environmental sustainability, promoting social responsibility, and adhering to strong governance standards. Its ESG initiatives reflect a commitment to lowering its carbon footprint, conserving natural resources, supporting communities, and maintaining ethical business conduct throughout its operations.

Evalueserve prioritizes energy efficiency, responsible waste disposal, water conservation, and the adoption of renewable energy to reduce environmental impact. It actively seeks ways to cut greenhouse gas emissions and incorporate sustainable practices across its operations and supply chain.

Evalueserve fosters a safe, diverse, and inclusive workplace that supports employee well-being and career growth. The company and its employees contribute to social causes and participate in initiatives that strengthen communities locally and globally. Its Corporate Social Responsibility (CSR) programs aim to improve the quality of life for current and future generations. Each global center develops and implements community-focused initiatives in accordance with local laws and regulations.

Evalueserve upholds integrity, accountability, and transparency as core principles. It enforces strong compliance frameworks, protects data privacy, ensures responsible procurement, and implements anti-corruption measures. These governance practices enhance stakeholder confidence and align with international standards.

The following are Evalueserve's ESG initiatives and their impact.



3.2.1 Environment: Fostering Sustainable Future

Initiatives

- **Environmental Management:** Evalueserve has developed strategies to improve environmental performance by understanding climate risks, as well as encouraging awareness and responsibility amongst its people, clients, and other stakeholders within the context of its business. Some of the steps taken by the Company are as follows:
 - **Energy Efficiency:** Evalueserve has taken steps to conserve energy, improve energy efficiency, and encourage green procurement. The Company also uses renewable energy sources wherever feasible. For example, we observe Earth Hour once every week and have installed LED, motion-sensor lights, and solar panels across offices.
 - **GHG Emissions:** The Company has implemented processes to calculate GHG emissions and has also devised a decarbonization strategy.
 - **Waste Management:** Evalueserve segregates its electronic, paper, and food waste and disposes of them most sustainably. The Company has taken multiple steps to reduce, reuse, and recycle waste, which include a reduction in paper consumption, elimination of single-use plastics, adoption of reusable cutlery, and composting of canteen waste.
 - **Water Conservation:** Evalueserve recycles and conserves water through RWH and sensor-based water taps. It has also installed water meters across its offices to monitor and manage water usage. The Company has developed communication initiatives and conducted training sessions to sensitize employees about water preservation.

Impact

- Substantially reduces energy consumption.
- Drives responsible resource utilization.
- Reduces plastic pollution and waste sent to landfills,
- Enables optimal utilization of water.

Creates a positive impact on the environment and society.



3.2.2 Social: Equal Opportunity & Inclusion and Strengthening Communities

Initiatives

- **Stakeholder Engagement:** The Company regularly communicates with internal and external stakeholders to understand their ESG-related expectations from Evalueserve.
- **Community Engagement:** Evalueserve's community engagement programs focus on social upliftment by addressing key issues related to health, education, environment, and upskilling. It has been providing essential resources, organizing educational initiatives, and offering skill development opportunities to empower individuals and enhance the overall well-being of communities in which it operates.
- **Elemental and Inclusive Rights:** Evalueserve promotes, protects, and upholds basic human rights and has zero tolerance towards any form of workplace harassment and abuse.
 - **Wages and Benefits:** The Company adheres to legal minimum wage requirements as per regional jurisdictions. Its policies enable the provision of many other benefits such as leaves, health and life insurance, and flexible working hours.
 - **Equal Employment Opportunity:** Evalueserve is committed to recruiting and promoting individuals based on qualifications, merit, and competence, regardless of their race, color, sex, religion, nationality, disability, veteran status, or any other category protected by the law.
 - **Modern Slavery:** Evalueserve's modern slavery statement reflects its commitment to prohibiting any form of slavery, hiring underage workers, and conducting business ethically and honestly. The company respects human rights.
 - **Safe and Healthy Work Environment:** The Company is committed to providing a workplace free of discrimination and takes strict disciplinary actions against any harassment, whether verbal, written, or physical.
 - **Anti-Sexual Harassment:** Evalueserve treats sexual harassment (regardless of gender) as gross misconduct. Evalueserve has a strong redressal mechanism in place to address any incidents of sexual harassment. Evalueserve has formulated its POSH policy, and it periodically spreads awareness amongst its employees on anti-sexual harassment, and any changes in the applicable laws are communicated to employees.
 - **Employee Privacy:** Evalueserve has implemented stringent policies to maintain the confidentiality, privacy, and integrity of employees' personal information.
 - **Water and Sanitation:** Evalueserve has taken multiple measures to provide hygienic water and sanitation facilities to employees. It has installed water purifiers, hygienic toilet facilities, and sanitary napkin vending machines, among others.
- **Occupational Health and Safety:** Evalueserve adheres to all applicable health and safety management laws. It provides safety training and conducts periodic evacuation drills to prevent workplace accidents and illnesses.
- **Equal Opportunity and Inclusion:** Evalueserve cultivates an inclusive workforce by welcoming individuals from diverse backgrounds, including various age groups, cultures, regions, and identities. This diversity brings a wide range of skills, experiences, and expertise to the organization. Evalueserve

ensures that every individual receives fair treatment and has equal access to opportunities for contribution and growth.

- **Fair Employment Practices:** Evalueserve promotes fairness in promotions, compensation, and benefits. The Human Resources and business operations teams regularly evaluate these processes to maintain transparency and equity.
- **Resources and Well-being Support:** Evalueserve implements initiatives that support physical and mental well-being. It provides professional counseling and resources designed to assist employees and their families.
- **Employee Engagement and Development:** Evalueserve regularly conducts team-building activities to impart a broad range of growth-oriented training, as well as surveys to regularly understand employee sentiment.
 - **Standing Tall:** It is a series of quarterly talks or panel conversations with internal and external speakers for all Evalueserve employees. These talks cover a wide range of topics around the different expressions of equal opportunity & inclusion, belonging, career development, allyship, impacts of unconscious biases, resource groups, and many others.
 - **Leadership Programs:** Evalueserve's leadership training programs aim to enable and empower its leaders to enhance value creation, create efficiencies, and engage employees to deliver desired results.
 - **Evalueserve University:** The Company has established a single function, i.e., Evalueserve University, to take care of all its learning, development, and upskilling needs. The Evalueserve University offers courses and training that help employees improve their domain, functional, technological, digital, behavioral, communication, and leadership skills.

Impact

- Enhances business values and risk management.
- Enables informed decision-making.
- Promotes gender equity and addresses opportunity gaps.
- Protects fundamental human rights.
- Fosters healthy working conditions.
- Attracts a wider range of skilled professionals with diverse perspectives, leading to innovative solutions.
- Improves job satisfaction among employees.
- Creates a sense of belongingness among employees.
- Improves employee engagement and performance.



3.2.3 Governance: Ensuring Transparency, Accountability & Monitoring

Initiatives

- **Responsible Procurement:** Evalueserve maintains the highest standards of business ethics and implements sustainable processes across its supply chain. It has implemented vendor agreements having SCOC provisions, sensitization training sessions, and feedback mechanisms to foster a sustainable procurement process.
 - **Ethics and Compliance:** The Company requires its suppliers to act responsibly with honesty, fairness, integrity, and transparency. It expects the suppliers to have anti-bribery / anti-corruption policies in place, uphold the principles of fair competition, and adhere to all anti-trust and competition regulations, and sensitizes suppliers about the same. Evalueserve requires its suppliers to refrain from engaging in agreements with competitors to enforce specific prices and other unfair business practices that distort competition. The Company also requires its suppliers to comply with data privacy laws (as applicable) when collecting, processing, storing, or otherwise processing personal data of individuals, including but not limited to their employees, customers, suppliers, and business partners.
 - **Insertion of specific clauses in the vendor agreements:** In order to ensure adherence to principles of social justice, equity, and inclusiveness by its vendors, Evalueserve has inserted specific clauses in its templates of vendor agreements in this context, mandating its vendors to comply with these principles.
 - **Labor and Human Rights Practices:** Evalueserve engages with suppliers only if they follow all applicable labor laws and implement basic human rights practices such as anti-discrimination measures, adherence to minimum wage payment laws, anti-harassment measures, health and safety measures, anti-child and forced labor practices, and anti-modern slavery measures.
 - **Environmental Sustainability Standards:** The Company expects its suppliers to adhere to its commitment to reducing waste, water usage, and carbon emissions.
 - **Equal Opportunity Practices:** Evalueserve encourages its suppliers to eliminate barriers to equality by fostering a sense of belonging in the workforce, embedding equal opportunity principles into their business operations, and actively partnering with diverse suppliers.
- **Values and Ethics:** The Company conducts business with high integrity and ethics and is committed to its core values. It has formulated COBE and other policies related to topics such as anti-bribery and anti-corruption, whistleblowers, gifts & entertainment, POSH, data protection and privacy, prevention of insider trading, and anti-money laundering to support and guide employees and other stakeholders. The Company upholds business values and strict standards for quality when working under its client contracts. The officers, agents, and business partners acting on behalf of the Company are required to know and comply with contractual obligations, which are applicable to their respective scope of work.
- **Business Continuity and Emergency Preparedness:** Evalueserve is an ISO 22301-2012 certified organization. It has a defined and documented business continuity plan (BCP), which covers all emergencies such as fire and natural disasters.



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- **Fair Compensation:** Evalueserve is committed to offering competitive and fair remuneration and recognizing contributions from all individuals.
 - **Data Privacy and Information Security:** The Company has formulated policies and implemented procedures (ISO 27001:2013 certification, etc.) to comply with data privacy laws and ensure information security. Its processes are aligned with the highest data security standards, such as GDPR. Evalueserve conducts annual compliance training sessions that cover data privacy/protection to keep employees abreast of relevant legislative updates related to the processing of personal information.

Impact

- Enables the formation of a sustainable value chain.
- Helps with adherence to supply chain-related compliance requirements.
- Creates unity among the workforce and fosters good governance.
- Drives continuous improvement in risk assessment and business impact analysis.
- Attracts and retains skilled employees.
- Ensures the security of information pertaining to clients and employees.
- Ensures a safe and respectful work environment that enables employees to work without fear of prejudice, harassment, intimidation, or exploitation.



4. External Collaboration on ESG

Evalueserve follows prominent international frameworks, such as the United Nations Global Compact (UNGC) and Sustainable Development Goals (SDGs), and collaborates with International ESG rating agencies, such as Carbon Disclosure Project (CDP) and EcoVadis, to ensure that its ESG Policy and practices are aligned with globally recognized standards.



Figure 2: Evalueserve's External Collaborations on ESG Towards Sustainable Future



5. Annexure: Acronyms

S.No.	Acronym	Meaning
1.	BCP	Business Continuity Plan
2.	COBE	Code of Business Conduct and Ethics
3.	CDP	Carbon Disclosure Project
4.	DA	Data Analytics
5.	DEI	Diversity, Equity, Inclusion
6.	ERG	Employee Resource Groups
7.	ERM	Enterprise Risk Management
8.	GDPR	General Data Protection Regulation
9.	GHG	Greenhouse Gases
10.	LED	Light Emitting Diode
11.	LGBTQ	Lesbian, Gay, Bisexual, Transgender, and Queer
12.	POSH	Prevention of Sexual Harassment
13.	RWH	Rainwater Harvesting
14.	SCOC	Supplier Code of Conduct
15.	SDGs	Sustainable Development Goals
16.	UN	United Nations
17.	UNGC	United Nations Global Compact



6. Annexure: Committed to achieving Sustainable Development Goals:

Evalueserve has committed to helping achieve SDGs, as we believe these best represent our ability to integrate material ESG issues into our business.





Environment

How our business intersects with broader environmental considerations

	Ensure availability and sustainable management of water and sanitation for all		Ensure sustainable consumption and production
	Ensure access to affordable, reliable, sustainable and modern energy for all		Take urgent action to combat climate change and its impacts
	Make cities and human settlements inclusive, safe, resilient and sustainable		Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss

Social

How we handle interactions with various stakeholders (people, function/talent, communities, suppliers, clients, and others)

	End poverty in all its forms everywhere		End hunger, achieve food security and improved nutrition and promote sustainable agriculture
	End hunger, achieve food security and improved nutrition and promote sustainable agriculture		Achieve gender equality and empower all women and girls

	<p>Ensure healthy lives and promote well-being for all at all ages</p>		<p>Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all</p>
	<p>Reduce inequality within and among countries</p>		

Governance

Monitoring and transparency aspects (including company leadership, compensation, Code and ethics, internal controls like data security & risk management, and shareholder rights)

	<p>Reduce inequality within and among countries</p>		<p>Strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development</p>
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