

EVALUESERVE



Human Rights Policy

January 2026

Contents

Document Details	3
Document History	4
Acronyms and Terminologies Used	5
Human Rights Commitment	6
Objective of the policy	7
Scope and Applicability	8
Human Rights Principles	9
1. Equal Opportunity	9
2. No Child Labor.....	9
3. Working Hours and Rest Periods	9
4. Freedom of Association and Collective Bargaining	9
5. Wages and Benefits	10
6. Anti-Modern Slavery.....	10
7. Anti-Harassment and Bullying.....	10
8. Occupational Health and Safety	11
9. Privacy	11
10. Community Services	12
Reporting of Policy Violation	13

Document Details

Title	Human Rights Policy
Version	Version 1.04
Classification	Public
Creation Date	August 2024
Last Review Date	January 2026
Description	Human Rights Policy
Author	HR Compliance team
Reviewed By	Senior Manager- HR Compliance team
Approved By	Senior Vice President and Head, Human Resources
Custodian	HR Compliance team



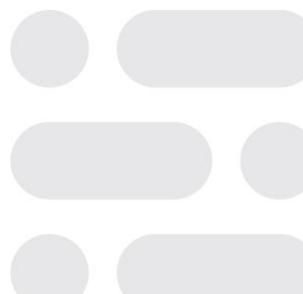
D Document History

Version	Date of Creation / Review	Description
1.01	May 2024	<ul style="list-style-type: none">• Document creation
1.02	August 2024	<ul style="list-style-type: none">• Updated Anti-Harassment and Bullying• Renamed Modern Slavery to Anti- Modern Slavery• Renamed Child Labor to No Child Labor• Renamed External Stakeholders to Community Services• Renamed Diversity and Inclusion to Diversity, Equity and Inclusion
1.03	May 2025	<ul style="list-style-type: none">• Updated Equal Opportunity section• Removed Diversity, Equity and Inclusion section
1.04	January 2026	<ul style="list-style-type: none">• Added complaint escalation matrix in Reporting of Policy Violation section.



Acronyms and Terminologies Used

Acronym / Terminology	Expanded Form / Meaning
Employees	Permanent employees, fixed-term employees, Interns and Apprentices
Evalueserve / Company	Evalueserve Group of Companies (including the parent company, its subsidiaries, and its affiliates)



Human Rights Commitment

At Evalueserve, we recognise the inherent dignity and equal rights of all individuals and, we are dedicated to upholding and promoting human rights in every facet of our business operations. Our commitment to human rights is rooted in our core values of integrity, respect, and social responsibility. We pledge to operate with the highest standards of ethical conduct, ensuring that our actions reflect our dedication to advancing human rights principles.

Within our organization, we strive to cultivate equitable workplace where every employee is treated with fairness, dignity, and respect. We believe that freedom of expression is essential for the exchange of ideas, the advancement of knowledge and the promotion of diversity and inclusion. We are committed to creating a culture where every employee feels they have the power to express their opinions, thoughts, and ideas openly and without fear of reprisal.

We are committed to providing a safe and supportive environment that fosters personal and professional growth, and where discrimination, harassment, and any form of exploitation are not tolerated.

We actively engage with the communities in which we operate to promote social justice, economic empowerment, and environmental sustainability. Through strategic partnerships, philanthropic initiatives, and community outreach programs, we seek to address system cities and contribute to positive social change.

Through transparency, accountability, and continuous improvement, we aim to make a positive impact and uphold the highest standards of ethical conduct. By embracing our responsibility to respect and protect human rights, we aspire to be a force for good in the world, driving positive change and contributing to the advancement of a more just and equitable society. This commitment is not just a statement; it is a guiding principle that informs every decision we make and every action we take.

Objective of the policy

The objective of our human rights policy is to formalize Evalueserve's commitment to upholding and promoting human rights principles in all aspects of our operations. Through this policy, we seek to mitigate risks of human rights abuses, and contribute to positive social impact in the communities and dignity of all individuals, including employees, customers, suppliers. Our goal is to create a workplace culture that serves as a positive force for human rights advancement both within our organization and throughout our community engagements. By embedding human rights considerations in compliance with international human rights standards into our business practices, we strive to build trust with stakeholders, enhance our reputation and drive sustainable business success. This policy serves as a framework for continuous improvement, accountability and transparency, as we strive to uphold the highest standards of ethical conduct and contribute to a more just and equitable world.

Scope and Applicability

This document applies to all employees (hereafter collectively referred to as employees / you), agents, franchises, brokers, subcontractors, vendors, consultants, , representatives (hereafter collectively referred to as representatives), and the members of the board of directors of Evalueserve Group of Companies across locations. All stakeholders are expected to adhere to the guidelines within this policy to the extent applicable to them as per any relevant law. The policy is also applicable to any third party who has access to Evalueserve's facilities.

The Company will review and update this Human Rights Policy as part of its commitment to continuous improvement, transparency and accountability in upholding human rights standards and promoting a culture of respect, dignity, and inclusion. The policy will be reviewed at least once a year or as and when required.

Human Rights Principles

Evalueserve Human Rights Policy is guided by international human rights principles encompassed in the Universal Declaration of Human Rights, the United Nations Global Compact and the International Labor Organization's Declaration on Fundamental Principles and Rights at Work. We ensure compliance with applicable laws and regulations. The standards listed below, which reflect key human rights issues identified by us, are based on recognizable international human rights standards. However, our adherence to human rights standards is not limited to these.

We also recognize that there may be cases where national laws and international human rights standards do not align. In the event of a conflict, we will respect national laws and find other ways to fully comply with international human rights standards, as far as possible.

1. Equal Opportunity

At Evalueserve we are committed to creating a workplace environment where all individuals have equal access to employment opportunities and are treated equitably and all individuals can make the best use of their skills, and all the decisions are merit based.

We do not unlawfully discriminate on the basis of age, physical or mental disability, legally protected medical condition, military or veteran status, gender reassignment, gender identity, gender expression, marital or civil partner status, pregnancy, childbirth, related medical conditions, race, color, ethnic or national origin, ancestry, religion, sex or sexual orientation, or any other basis protected by the law.

We ensure that all our activities are carried out in line with the applicable laws of respective geographies. Our equal opportunity policy applies to all areas of employment, including recruitment, hiring, training, promotion, compensation, benefits, transfer, disciplinary action, exit, layoffs and social and recreational programs and we hire, retain and promote individuals based on their qualifications, performance, merit and abilities.

2. No Child Labor

Child labor refers to the exploitation of children through any form of work that deprives them of their childhood, interferes with their ability to attend mainstream school, and is mentally and physically harmful. Evalueserve makes sure that no employee under the age of 18 is employed with us. Evalueserve explicitly prohibits the use of child labour, in accordance with the ILO Convention on the Minimum Age. We are committed to ensuring that no person under the age of 18 is engaged in any form of work that deprives them of their childhood, education for opportunities for personal development.

3. Working Hours and Rest Periods

We understand the importance of work-life balance. We shall make an effort to adhere to international standards for working hours and time off, subject to local legislation.

4. Freedom of Association and Collective Bargaining

Freedom of association refers to the right of workers to form organizations (unions) that represent them. Evalueserve upholds workers' rights to form a union or join one in order to engage in collective bargaining. Any attempt to exercise these rights by employees, union representatives, or union members shall not be met with any form of violence, intimidation, or harassment. In cases where a legally registered union represents our workers, we are dedicated to initiating positive communication and

engaging in sincere negotiations with the representatives that they have voluntarily selected. We shall encourage the creation of substitute participation methods in cases where legal restrictions on freedom of association apply.

5. Wages and Benefits

We believe all employees ought to be paid a livable salary that allows them to maintain a respectable level of living. Therefore, we are dedicated to paying employees a fair wage and offering them appropriate benefits. Evalueserve abides the legislation pertaining to pay and benefits. We make certain that every employee gets paid at least the legally mandated minimum wage. In accordance with local rules, we also pay overtime at the appropriate premium rate and disburse wages on schedule and in full. All employees must get a pay statement for each period that explains in detail all the components of their salary, such as the number of days worked, benefits received, and any deductions. As a disciplinary action, we forbid payroll deductions and mandate that all deductions be made in compliance with local regulations.

6. Anti-Modern Slavery

Any kind of forced labor, including contract labor, bonded labor, involuntary jail labor, military labor, slave labor, modern slavery, and human trafficking, is forbidden. Every employment decision is made in the context of free will. As a form of discipline or control, no employee is made to work against their will, physically punished, threatened with violence, or exposed to any other kind of physical, sexual, psychological, or verbal abuse. Every employee receives employment documents (such as a contract, job offer, etc.) that explicitly outline the terms of their employment (such as working hours, pay, benefits, etc.) in a language they can comprehend and, if needed, with an oral explanation. Every labor agreement must be freely accepted in writing by both the employer and the employee. Every employee has the right to freedom of movement, and employers are not allowed to limit that freedom by requiring housing, withholding identity documents, or taking any other action that would limit an employee's ability to move around. Additionally, no employee may be asked to pay recruitment fees or other comparable costs in order to secure or retain employment, according to employer compensation laws. Recruitment costs must be borne by the employer.

7. Anti-Harassment and Bullying

Workplace harassment, whether verbal, written, or physical, is not tolerated at Evalueserve. Evalueserve is determined to provide a workplace free from all types of discrimination and / or harassment.

Workplace harassment is defined as offensive and / or unwelcome behavior and / or conduct toward an individual based on diverse human characteristics and / or cultural background (such as age, race, gender, color national origin, disability, caste, creed religion, sexual orientation, or any other diverse human characteristic) that substantially interferes with an individual's employment or creates an intimidating, hostile, or offensive work environment for that individual. Workplace harassment does not refer to performance-based discussions or other appropriate business-related conversations.

Some examples of workplace harassment are:

- a) Verbal Harassment: This includes derogatory remarks, insults, offensive jokes, or comments about a person's race, gender, ethnicity, religion, disability, sexual orientation, or other protected characteristics.
- b) Physical Harassment: Any unwelcome physical contact or advances, such as touching, groping, or assault, constitutes physical harassment.
- c) Non-Verbal Harassment: This includes gestures, facial expressions, or other non-verbal cues that convey hostility or discrimination based on protected characteristics.

-
- d) **Bullying:** Persistent mistreatment, intimidation, or humiliation of an individual, often through repeated aggressive behavior or verbal abuse, constitutes bullying.
 - e) **Cyber Harassment:** Harassment through electronic communication channels, such as emails, text messages, social media platforms, or online forums, is also a form of workplace harassment.
 - f) **Discrimination:** Treating someone unfavorably because of their race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age, disability, or genetic information constitutes discrimination and can contribute to a hostile work environment.
 - g) **Sexual harassment:** Sexual harassment' includes but not limited to the following unwelcome acts or behavior of a sexual nature (whether directly or by implication), namely Physical contact and advances;
 - I. Demand or request for sexual favors;
 - II. Sexually coloured remarks;
 - III. Showing pornography; or
 - IV. Any other unwelcome physical, verbal or non-verbal conduct of a sexual nature.
 - V. Unwelcome sexually determined behaviour shall include, but not be limited to, the following instances:
 - VI. Where submission to such conduct is either an explicit or implicit term or condition of employment, i.e., promotion, training, assigned duties or overtime assignments;
 - VII. Where submission to or rejection of the conduct is used as a basis for making employment decisions, i.e., hiring, advancement, and termination; or
 - VIII. Where such conduct has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

8. Occupational Health and Safety

Our aim is to create an incident- and injury-free workplace, prioritising not only physical safety but also the mental well-being of our employees. All employees of the company have a role to play in achieving this aim by taking care of their own as well as others' health and safety. We comply with the applicable health and safety regulations, provide comprehensive trainings and programs including counselling services, employee assistance programs and workshops on stress management, resilience building, and maintain effective emergency preparedness. Adequate facilities and arrangements are maintained for employee consultation on health and safety issues at all levels, to encourage active participation and feedback. Through continuous improvement and a focus on wellness, both physical and mental, we strive to create a safe and healthy work environment for all.

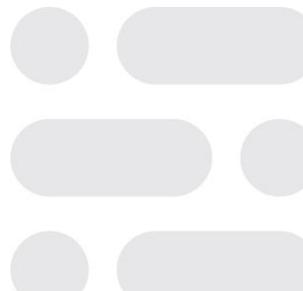
9. Privacy

Respect for individual's rights to control their information and privacy is paramount and we prioritize upholding all forms of privacy. Our commitment extends to safeguarding digital security, personal data, communications, and individual autonomy. We uphold transparent practices for data collection and usage, backed by robust security measures. We pledge compliance with relevant privacy laws and regulations, ensuring continual updates to uphold standards. Additionally, we foster an environment where concerns regarding privacy

violations are promptly addressed through accessible reporting channels. Please refer to our Data Protection Policy published on IKnow

10. Community Services

We actively engage with stakeholders, including NGOs, industry peers etc. to continuously improve our human rights practices by respecting human dignity, labor rights etc. and contribute to broader societal progress. At Evalueserve, we not only believe in making a difference by giving back to society, but also aim to roll out initiatives through which employees can personally engage in making a difference. Considering the same, Evalueserve accepts its responsibility towards society to conduct business in an economically, socially, and environmentally sustainable manner that is transparent and ethical.



Reporting of Policy Violation

Evalueserve is committed to preventing any violation of human rights and providing all interested parties secure 24X7 access to raise grievances and confidentially and anonymously report any concerns they may have about our operations or any alleged policy infractions to **HRComplianceTeam@evalueserve.com**. For matters requiring escalation, complaints may be submitted to the Global HR Head at **Bhavana.Kandari@evalueserve.com**. We shall investigate and address any concerns brought up in a case where our business operations are thought to be the cause of or a contributing factor to the abuse of human rights. We will also take appropriate corrective measures in response to such violations which may include providing training on relevant topic to disciplinary actions ranging from verbal or written warning to termination of employment, depending on the circumstances. We will ensure protection for reporting concerns, and any victimization will be swiftly addressed with disciplinary actions.

Evalueserve respects the confidentiality and privacy of a complainant, respondent, and witnesses to the extent reasonably possible. The Human Resources team and parties involved in the investigation shall not disclose to other employees or third parties, except as required by law, the identity and address of any complainant, respondent, and information relating to the inquiry proceedings.