QUESS
WINNING TOGETHER

A CONSCIENTIOUS COMPANY

QUESS CORP LIMITED

ESG REPORT 2020-21

~363,000*

Quessians

We are India's largest private sector employer. Our business solves for pressing needs of society including hygiene, sanitation, and security, while offering secure employment with social benefits to all our employees and associates.

Our ESG Report for FY 2020-21 highlights the significant contributions made by our company to create lasting economic and social value.

* as of 31st March 2021

Introduction

What's good for society is good for Quess

ABOUT QUESS

~363,000
Quessians

10
Countries

~3000+
Customers

* as of 31st March 2021

We provide a host of technology enabled staffing and managed outsourcing services across processes such as sales & marketing, customer care, after sales service, back-office operations, manufacturing operations, facilities and security management, HR & F&A operations, IT & mobility services, etc.

Our passion for delivering exceptional services, augmented by proprietary digital platforms, has strongly established our credentials as India's largest workforce in the private sector and the biggest integrated business services provider in the country. We are proud to achieve this success as a 13-year old start-up.

Our sustainability philosophy has our people at the core. Our jobs come with full social benefits. We go well beyond statutory requirements to deliver "power of citizenship" at Quess, be it through additional insurance options, access to cheaper financial services, or our network of 100+ partners who help our people make their monies go farther. Our people are employed in jobs that focus on the key needs of our customers and society, creating sustainable value for our people, customers and investors.

Quess is deeply committed to its responsibilities towards society and the environment, and recognizes these as being integral to its core business. Our values-led governance puts us at the forefront of our industry in labour-related reforms and practices, making us the partner of choice for ethical businesses.

Sustainability has been embedded in our culture and operations since inception. By staying true to our ESG philosophy, our businesses positively impact the lives of millions.

Creating sustainable value

>106,000

employees (30%) hired in FY21 enjoyed first time social security benefits

~95,000

employees (~27%) hired in FY21 were from outside Tier 1 and Tier 2 cities

At the frontline of the fight against COVID:

57

hospitals,

3

airports and

11

infrastructure and public utilities maintained during COVID 19

4.2 million

sq. ft. of green spaces maintained across India

Business model drives e waste reduction:

~900,000

devices repaired by QDigi

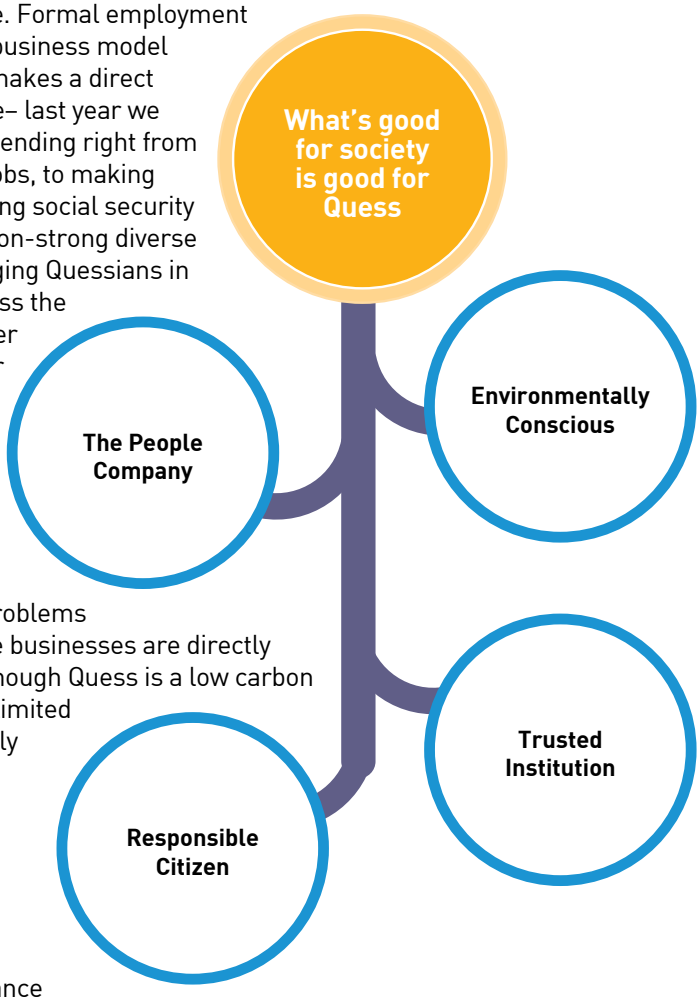
Values driven company,

at the forefront of driving responsible labour practices in India

Intrinsically sustainable

Our business is built on the foundation of doing good for society. The ties between business and society are deepening and we have the opportunity with our unique business model to create lasting change with people leadership, responsible citizenship, environmental consciousness and good governance.

Our ESG philosophy has people at the core. Formal employment is a dream cherished by millions and our business model enables the same at scale. Our business makes a direct positive impact on India's vast labour force– last year we hired ~230,000 FTE, with our activities extending right from training and skilling, to providing secure jobs, to making them ready for employment and to providing social security benefits. Our aspiration is to create a million-strong diverse and inclusive workforce by 2026. By engaging Quessians in productive and dignified employment across the world, we help our customers enjoy greater productivity, enhanced flexibility and lower costs.



Our commitment to society goes beyond our organizational boundaries with our CSR initiatives that have improved access to health and education for school children. Climate change and associated environmental degradation are defining problems of our times and our QDigi and Greenpiece businesses are directly aligned to mitigate climate impact. Even though Quess is a low carbon intensive business, we are mindful of our limited carbon footprint and we plan to consistently reduce carbon intensity.

Our business solves for pressing needs of society including formal employment, hygiene, sanitation, and security and our 363,000 Quessians ensure that we progress steadily to a safer, healthier and more prosperous future. Our ESG governance framework combined with aspirational targets for materially important sustainability themes would enable all Quessians to play their part in achieving ESG leadership.

The path to ESG excellence

We have formalized our ESG policy this year by recognizing four core themes that are material to our business model and align with our ethos. Our chosen ESG themes also align with the development imperatives of our society as outlined in the UN Sustainable Development Goals (SDG) framework.

We have undertaken a peer benchmarking exercise to understand global ESG trends in our line of business to further fine-tune our ESG sub-themes. The sub-themes have been mapped with corresponding Key Performance Indicators (KPI) to enable data capture and lend objectivity to ESG at Quess.

Our path to ESG excellence blends a top-down strategic approach with a organization-wide bottom-up data capture exercise. An illustration of this is our emissions baselining exercise, where we analyzed granular data on electricity consumption, diesel consumption and refrigerants from all our facilities across our businesses to arrive at emissions intensity.

The People Company

Quess is India's largest private sector employer and one of the top 50 staffing firms globally (ranked by Staffing Industry Analysts). Our core business helps in solving one of our society's biggest challenges, that of dignified livelihood. We provide a platform to move workers from the informal to the formal sector, providing them social security benefits and a structured path to grow. We are proud that ~106,000 people hired by us in FY 2020-21 entered formal and secure employment for the first time. We are committed to our people's development with superior benefits, our digital abilities to upskill and train, and creating aspirational career paths.

Working with Quess for the last three years has made me become a better person who is aware, confident and happy. Everyone in my family experience this positive change in me.

Being financially independent, I am able to support my family. This job has helped me and my family gain social status and income stability. Now I am confident to get my children educated and become independent.

Senva Chnadirikaban Bhartbahi
Chambermaid

Digitising job discovery

We are working on solving the complex problem of job discovery in India.

QJobs, our vernacular jobs app specifically for blue-collar job seekers, provided more than 400,000 employment opportunities in FY 2020-21, using proprietary gamified credentialisation capabilities to help job seekers put their best foot forward. We plan to significantly upscale this platform to create more than a million blue-collar jobs.

Monster, our white-collar employment platform, provided ~1 million job openings in the formal sector and made these available to our database of over 60 million job seekers across India, South-East Asia and the Middle East.

Mobilizing talent for secure jobs

We play a leading role in mobilizing Indian talent and bringing workers into the formal economy. We go deep into non-metro India to find raw talent, offering training and career counselling to help these individuals find jobs. In FY21, around 27% of our fresh Indian hires were from outside Tier 1 and Tier 2 cities. Further, ~30% of our head count in FY21 enjoyed social benefits for the first time.

Digital employment channels for ~1.4 million

Launched

'QJobs',

a vernacular blue-collar jobs discovery platform

~95,000

employees hired from outside Tier-1 and Tier-2 cities

Upskilling and training

As a people-centric business, we recognize the need for skill development and training not only within the organization, but across a wider spectrum. We work closely with the government to impart vocational training to rural youth and currently have **82 training centers across India**. Through our digital platforms, we have imparted skill development and vocational training to **~33,000 participants,** including ~14,000 women. Our core employees have access to 174 training modules, and received an average of ~11 hours of training each during in FY 2020-21.

Great Place to Work

>106,000

associates received first time social security benefits

Score of

3.85 / 4.00

on happiness and satisfaction survey

Nurturing our talent

We are committed to create an environment where our employees and associates can reach their fullest potential. During COVID we have prioritised employee well-being & safety in every way possible. We created Quick Reaction teams across states for employee support, mobilised medical and psychological support, and worked closely with customers to enhance insurance covers. Our WorQ app has re-oriented focus towards COVID appropriate behaviour along with a campaign to encourage employees to register on the Cowin application for vaccination doses. Today, across our Operating Asset Management businesses ~30% of our frontline warriors have already been vaccinated. With such purpose, it is no wonder Quess once again emerged as a **Great Place to Work®**. In addition, our Canada business is amongst the 50 greatest places to work in Canada at this point. Our Conneqt business is also a **Great Place to Work®** and it was recognized with the **Significant Achievement in HR Excellence** in CII HR Excellence Award.

We leave no stone unturned in listening to our people's voices across the massive base of our human capital. We are delighted to share that we **scored 3.85 / 4.00** on a happiness and satisfaction survey across more than **132,000 associates.**

Diversity and Inclusion

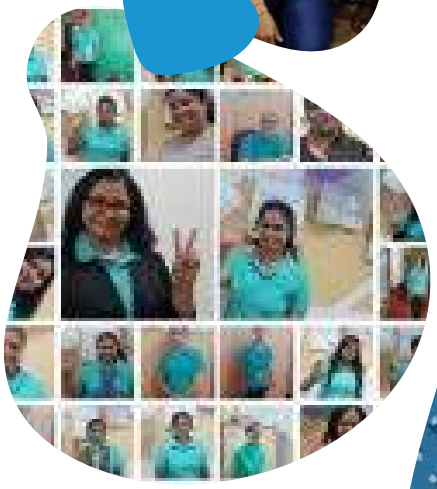
At Quess, we realize that a diverse and inclusive workforce is essential in building resilience and fostering competitiveness. Through our diversity and inclusion programs,

Launched

QWEEN,

a wellness program to connect and engage women employees

we strive to create a workplace based on equity and fairness, which in turn leads to better customer service. We are committed to maintain pay-parity across levels, irrespective of gender and social strata. We are proud that women represent more than 16% of our senior leadership bands (L2 and above), and 26% of our core work force. Today, 17% of our 369,000+ employees are women. Our sincere commitment to diversity is borne by the fact that we plan to double the representation of women in Quess to 35%. We have also launched QWEEN (Quess Women Empowerment & Engagement Network), a program for psychological, educational, social and financial empowerment of our women employees.



Responsible Citizen

We are driven by a desire to improve our society and surroundings. Our services, by design, make the world better. We are proud to make contributions to government tax collections that are ~12 times our normalised profits.

Sustainability built into our services

Our business services, by their very nature, are beneficial for society. For example, our services have put us at the forefront of the war against COVID. During the second wave, we have mobilised talent for temporary hospitals, set up vaccination camps, and delivered oxygen support. Even while society was in lockdown, we fumigated, managed, and secured hospitals, airports, and countless other essential facilities on behalf of our clients. And while our fellow citizens were ensconced in their homes, our employees were at the frontline in healthcare, ecommerce, retail and manufacturing jobs to keep our economy running.

We have also invested in digital tools including WorQ and ReQruit to continuously improve on our service offerings.

Uninterrupted services during COVID-19

At the

frontline of the fight against COVID

- 57 hospitals,
3 airports and 11 infrastructure and public utilities maintained during COVID-19

Societal Impact

The dream of a peaceful and prosperous society can be realized only when people live and work in a secure environment and have access to basic health and education. Our trained security professionals, equipped with high-end security systems enable customers across 19 states and union territories across India to conduct their businesses in safe and secure workplaces.

We believe that by investing in our society's health and education today, we play a part in improving the nation's future human capital. As a people centric business, our Corporate Social Responsibility commitments have strongly focused on improving access to health and education. Our Audio-Visual learning modules and Smart Rooms for schools in the states of Tamil Nadu and Karnataka have enabled continuity of education for children that bore the lockdown impact of COVID-19. Clean drinking water and sanitation have a direct bearing on the health and well-being of school children and we continue to support schools to build infrastructure in these areas.

A proud tax payer

By virtue of being a 100% compliant employer and tax payer, we paid Rs. 2,900 crores in tax and statutory contributions to the government in FY21, representing ~12 times our normalized profit in the year or 26% of our revenues. This is just another way we proudly contribute to nation-building.

Keeping India Safe

with

~16,000

security professionals

Enabled hand washing, sanitation and drinking water facilities in schools

benefiting 24,000+ children and 450+ teachers

Enabled Audio-Visual modules and Smart Rooms to benefit

8900+ students

Environmentally Conscious

Our outsourced and services-based business model helps us retain a low environmental footprint.

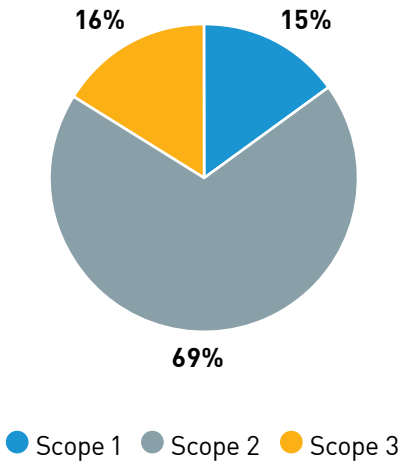
In fact, several of our business services help create a cleaner and healthier future for our next generations. Our landscaping business combines environmental sensitivity with horticultural knowledge and aesthetics to create vistas that preserve and enrich the natural environment in our customers' operations. Our QDigi business extends the life of electronic devices, contributing to massive reduction of electronic waste.

By following responsible waste management practices within the organization, we have ensured safe disposal of ~500 kgs of electronic waste. While we continue to digitize our processes and minimize paper trails, we have also consciously recycled more than 5 tonnes of waste paper to minimize our environmental footprint. We are taking additional measures to improve, further reducing our carbon, water and waste footprint in our core operations.

We have concluded a comprehensive organization-wide exercise to baseline our Scope 1, Scope 2 and Scope 3 emissions to further set reduction targets. A total of 74 office spaces including old and new locations Quess and 8 of its subsidiaries were covered. The computation has been done in accordance with the GHG protocol, IPCC guidelines and the India GHG Inventory Programme. Baseline data collected for FY 2020-21 included electricity and diesel consumption, refrigerant gases refilled, employee commute and business travel. We acknowledge that FY 2020-21 may not be appropriate as the baseline due to the pandemic and disruption in operations. However, the detailed exercise is planned to be taken forward for setting reduction targets and enhancing our energy saving measures.

In addition to resource reduction and energy reduction measures, we are also working to further reduce our water intensity in the food business.

Total Emissions



Total Emissions: ~17,400 tCO2e

4.2 mn sqft of green spaces maintained

across India

~900,000

devices repaired or refurbished by QDigi in FY 2020-21

Recycled

~5500 kgs

of paper waste

Trusted Institution

Values driven company

with strong business processes, robust culture and policies

Zero human rights cases

or lawsuits filed against the company in FY 2020-21

At Quess, we are driven by our values and our culture of accountability to our stakeholders. Our institution is built on trust, and we constantly seek even higher standards of governance through our business systems and processes.

Corporate Governance

While people are at the core of our ESG philosophy, corporate governance is the foundation of our sustainable growth. We have strong policies and codes around business ethics covering Right Conduct, Risk Management, Information Security & Data Privacy, Prevention of Sexual Harassment (POSH), Anti-Bribery & Corruption, Whistle Blower, etc. Our Board sub-committees ensure that we move towards the company's goals and objectives by staying true to the letter and spirit of our values. Key Board committees including Audit, Nomination and Remuneration and Stakeholder Relationships are led by Independent Directors to ensure objectivity in decision-making. We have invested in a technology-driven solution to track pending litigations to ensure speedy recognition and resolution, and can confirm that no human rights violation cases were filed against the company last year.

Quess also enables its customers to meet higher standards on regulatory compliance and risk management through Simpliance which is India's largest digital platform for labour laws consolidating Acts, Rules and Govt Notifications across India. It is an AI-driven RegTech engine with GRC tools like risk management, regulatory compliance and audit softwares optimize business performance.

Information Security and Data Privacy

As our business grows increasingly on digital platforms, we are cognizant of our responsibility in handling information entrusted to us by our employees, associates, clients and vendors. To enable remote working, we have hosted information on a secure cloud environment that is continuously monitored for threats.

We periodically carry out Vulnerability Assessment and Penetration Testing (VAPT) to systematically review security weaknesses, and run a 24x7 Security Information and Event Management (SIEM) for **real-time analysis of security alerts.** Our Cyber Security Council reviews and monitors data and information on security threats, and constantly improves our preparedness in this critical area.

QuessCorp and AllSec

ISO 9001:2015 certified

Quess Corp, AllSec Technology and Conneqt are

ISO 27001:2013 certified

ESG Governance

We are committed to address ESG related issues and opportunities at the highest level, with the MD & CEO overseeing the company's overall sustainability efforts. The enterprise risk sub-committee of the Board currently periodically reviews risks and mitigations plans identified by the Company's Enterprise Risk Management (ERM) framework. The risk management process supports the ESG Framework in identifying, evaluating, and executing mitigation plans, and to monitor the performance effectively. A separate ESG committee comprising of Board members and senior management is planned to be formed I FY 2021-22. The ESG committee would work closely with the risk sub-committee, the CSR sub-committee and functional leaders within the organization to execute the ESG strategy and track progress on key initiatives.

Looking ahead

Conscientious citizenship is built into the very DNA of Quess's purpose. Over the last year Quess has been at the forefront of the war against COVID with our associates working at the frontline in healthcare, ecommerce, retail and manufacturing jobs to support our clients and get the economy back on track.

As an intrinsically sustainable company, we intend to further our ESG ambition during this year by setting purposeful targets for key performance indicators across all the themes, thereby outlining a clear pathway for ESG excellence. Our existing governance framework is continuously incorporating key ESG risks and opportunities to guide us on path to sustainable growth. Our ESG policy and guiding framework will help us measure, monitor and take corrective actions to stay true to this purpose.

Conscientious citizenship

is built into the very DNA of Quess's purpose

Links to key policies

https://www.quesscorp.com/corporate-governance/

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