



# CSR POLICY



## **Introduction**

*iSON has been involved in Community Involvement (“CI”) activities since the commencement of its operations in India in the year 2011 and continues to work towards community development and areas needing focus and attention.*

*Being a leading global IT, ITES and BPO services provider, iSON believes that this position brings both opportunity and responsibility. iSON believes in applying its skills and resources in areas that make the greatest impact on society. This belief is entwined in all the Community Involvement programs at iSON, Africa and India and the same is accomplished through a skill-based approach, driving meaningful change in the community by establishing a 360° connect by Corporate Social Responsibility (“CSR”) program initiatives.*

*The Community Involvement program endeavors to achieve the shared values of iSON, (Integrity and Outstanding value to markets and clients, Commitment to each other and Strength from cultural diversity) and upholds the principles of Code of Ethics and Professional Conduct of iSON.*

*The policy for Corporate Social Responsibility is designed and governed with a clear focus on promoting education in India, including giving special attention towards education and employment enhancing vocation skills especially among children, women, elderly, and the differently abled.*

*In India, the initiatives taken by iSON are in consonance with projects and programs relating to activities specified under Schedule VII to the Companies Act, 2013 (“Act”) and Companies (Corporate Social Responsibility Policy) Rules, 2014 (“Rules”).*

## **Objective**

*The objective of this policy is to define iSON's Corporate Social Responsibility (CSR) approach in alignment with Companies Act with applicable rules.*

*iSON endeavors to reach out to underprivileged and underserved communities to address fundamental challenges of our society. We shall focus on the following areas which are aligned to Schedule VII to the Companies Act, 2013:*

- *Education and skill development*
- *Environmental sustainability including water and sanitation, green energy, afforestation*
- *Humanitarian response*

*The details of activities, programs and initiatives, and their modalities of execution and tentative implementation schedules are provided in the Annexure to this policy.*

*CSR expenditure shall include all expenditure including contribution to corpus of iSON India Foundation (Implementation Partner as explained later in this policy) or for projects executed by iSON India Foundation or on projects or programs relating to CSR activities approved by the Chairman on the recommendation of its CSR Committee.*



# **The Governance Model**

## **Constitution of the CSR Committee**

The Board of Directors shall constitute the Corporate Social Responsibility (CSR) Committee. The members in the committee shall be appointed by Chairman which is currently

1. Mr. Raghvendra Verma    2. Ms. Chhavi Sood.

The CSR committee shall hold at least one CSR Committee meeting in a financial year. The CSR Committee shall decide the CSR programs and initiatives for each financial year and accordingly recommend the agenda to the Chairman.

The CSR agenda for the financial year shall indicate the activities to be undertaken for the financial year, and the expenditure to be incurred on the CSR programs and initiatives.

## **Board of Directors**

The Board of Directors shall take into account the recommendations made by the CSR Committee and approve the CSR programs for Chairman.

- **Role of the CSR Committee**
  - a) To formulate and recommend to the Chairman, the CSR Policy which shall indicate the activities to be undertaken by the Company as specified in Schedule VII of the Act and the applicable Rules;
  - b) To recommend CSR activities to be undertaken by the Company in collaboration with iSON affiliate companies or any other company or any other entity;
  - c) To recommend the amount of expenditure to be incurred on the CSR activities;
  - d) To formulate the CSR Budget based on the CSR activities planned for the year;
  - e) To create an effective due diligence and monitoring mechanism for implementation of the approved CSR activities;
  - f) To submit reports to the Chairman in respect of the CSR activities undertaken by iSON and
  - g) To decide on the locations for CSR activities.

- **Programs under the Policy**

In accordance with Law of the land, iSON shall undertake CSR activities included in its plan for that year, as recommended by the CSR Committee at the beginning of each year. The Committee is authorized to approve any modification to the existing CSR plan or to propose any new program during the financial year under review.

Some of the signature year-round programs which iSON undertakes are as follows:

- ▼ **IMPACT Day:** Leverage our employee's intellectual skills to define and create a meaningful impact in our communities.
- ▼ **Strategic donations:** Firm donations to strategic priority projects to confirm our commitment to impact the community.
- ▼ **Volunteering:** Leveraging our people's skills and competencies in volunteering to impact local communities.
- ▼ **DCLC:** Deliver state-of-the-art knowledge sessions to empower non-profit organizations and help them enhance their core competencies and expertise.

- **Labor Practices**

The Group recognizes that our employees are our greatest asset and key to continued growth and success and we are committed to providing careers and working environments in which our employees can achieve their fullest potential.

The Group has a commitment to keeping employees informed of Group affairs through news circulars and regular staff meetings. Employees can access the Company intranet to obtain general information on the Group. Employees are encouraged to discuss operational issues with their line management and to suggest ways to improve performance and efficiency.

Developing future talent is fundamental to iSON. New apprenticeship and graduate recruitment schemes have been introduced within the business, alongside City and Guilds accredited training for all staff within our retail operations, including the opportunity of sponsorship to achieve recognized professional qualifications that are relevant to our sector. The Register provides assurance that our estate agency staff all meets the requisite standards of professionalism that our customers will expect when we advise them and represent their interests during one of the most significant transactions that they are likely to undertake in their lifetime.

## The Group:



- ▼ Provides clear and fair terms of employment for all its employees
- ▼ Provides clean, healthy and safe working conditions
- ▼ Has a fair remuneration policy everywhere we operate
- ▼ Strives for equal opportunities for all present and potential employees
- ▼ Encourages employees to develop skills and progress in their careers
- ▼ Does not employ underage staff
- ▼ Ensures that staff are aware of the Group's policies on insider trading, bribery and inappropriate gifts, money laundering and whistle blowing
- ▼ Encouraging a harmonious working environment with zero tolerance to bullying or to any form of harassment linked to an individual's gender or other personal characteristics.

- **Equal Opportunities**

The Group is committed to a policy of equal opportunity and diversity in employment and recognizes that this is essential to ensuring the success and growth of the organization. For this, the Group makes every effort to select, recruit, train and promote the best candidates based on suitability for the job; to treat all employees and applicants fairly, regardless of race, gender, marital status, age, nationality, ethnic origin, religious belief, sexual orientation or disability; and to ensure that no employee suffers harassment or intimidation.



- **Disabled Employees**

It is the policy of the Group to provide employment and to make reasonable adjustment to accommodate disabled persons wherever business requirements will allow and if applications for employment are received from suitable individuals. Should an existing employee become disabled, every reasonable effort will be made to ensure that their employment with the Group can continue on a worthwhile basis and that career opportunities are available to them



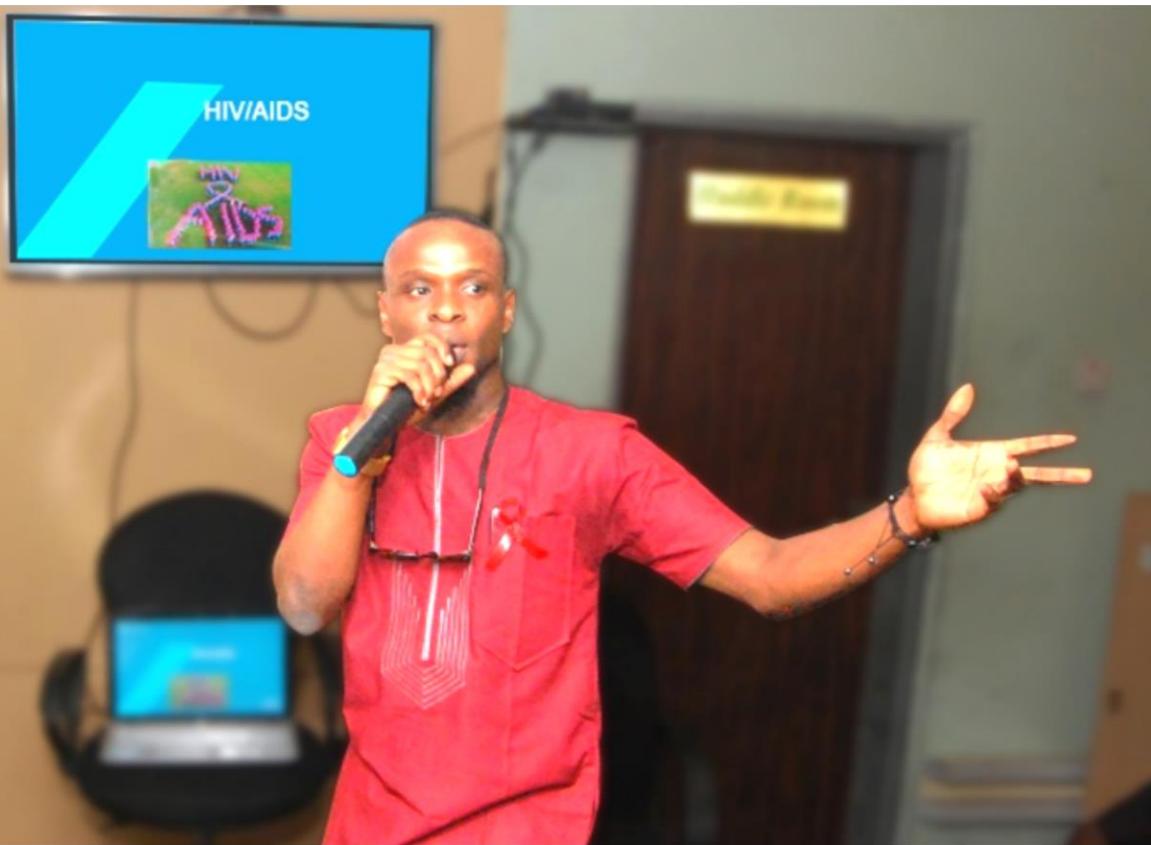
- Health, Safety and Welfare at Work

The health and safety, welfare and wellbeing of employees is of paramount importance to the Group. It is the policy of the Group to create and improve standards of Health and Safety, which will lead to the avoidance and reduction of risks and to ensure that the company complies with all Health and Safety legislation. A detailed Health and Safety Policy Statement is held at all branch premises and displayed on the notice boards.

Health & Safety and Fire officers actively implement the Group's policies, standards and procedures in all branches in which the Group operates. They are supported by dedicated Health & Safety managers who are professionally qualified. A Group Health and Safety steering committee meets on a bi-annual basis to review activity and policy in this area. The Health and Safety officers report annually to their local operating

Boards and to the Group Health & Safety Officer on issues relating to the health, safety and welfare of the employees. These reports are reviewed by the Group Board and suitable enhancements or improvements are made.

The Group makes every reasonable and practicable effort to provide safe and healthy working conditions in all its offices. It is the duty of all employees to exercise responsibility and to do everything they can to prevent injury to themselves and to others. The policy standards and procedures are communicated to employees through contracts of employment, staff hand books, operating manuals, bulletins and notice boards and staff training as appropriate.



- **Environmental Issues**

Environmental savings make good business sense. Our primary objective is to minimize our carbon footprint and any negative impact we may have on the environment. The Group is committed to the following:

- ▼ To meet or exceed the requirements of relevant legislative, regulatory and environmental codes of practice
- ▼ To identify, reduce and dispose of waste arising from our operations in a manner that minimizes harm to the environment and prevents pollution of land, air and water
- ▼ To reduce the consumption of energy and water and use renewable and/or recyclable resources wherever practicable
- ▼ To encourage our suppliers and subcontractors to implement good environmental practices and procedures which support our own objectives and targets
- ▼ To take responsibility for the maintenance and revision of our environmental policy, reviewed on a regular basis, in order to set environmental objectives and targets for continuous improvement, as we recognise the need for sustainable development.

- **Due Diligence and monitoring of the CSR programs**

- ▼ iSON along with nongovernmental, non-profit organizations works towards a common goal and exhibit a *prima facie* interest of working in partnership.

## **Progress, Monitoring and Reporting**

- ▼ iSON will review the project proposal and monitor the implementation of the projects on regular basis and establish evaluation framework for supported causes;
- ▼ iSON will lay down organizational supervision and oversight requirements before release of funds;
- ▼ The CSR committee will be made aware of major updates, and drawbacks;
- ▼ CSR committee shall report and keep the chairman updated, regarding the expenses incurred on donations and CSR activities for the year.

### **- Budgets and Expenditures**

iSON shall allocate a budget towards each of the CSR activities falling within the purview of the objectives of this policy. The CSR expenditure shall include all actual expenditures including contribution to corpus or on project or programs relating to CSR activities recommended by the CSR Committee and approved by the Chairman but shall not include any expenditure that does not fall within the purview of Schedule VII of the Act.

### **- Reporting**

The expenditure for the financial year will be tracked by the Committee and reported to the Chairman in the CSR committee meetings. It is mandatory for iSON to disclose its CSR Policy, programs/projects undertaken and the expenditure made towards CSR activity in the annual report.

### **- Treatment of Surplus**

Any surplus generated from CSR projects undertaken by iSON in a particular financial year will be tracked and channelized into ISON CSR corpus. These funds will be used in development of the CSR projects in the following year and will not be added to the normal business profits.



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