Empower Research Knowledge Services Pvt. Ltd., a Genpact entity

Corporate Social Responsibility (CSR) Policy
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Introduction and Background

At Genpact “G” stands for “generating business impact.” We design, transform, and run intelligent business operations including those that are complex and specific to a set of chosen industries.

Our CSR Philosophy:

Corporate Citizenship has a critical role to play in shaping our company’s success. As we grow, we will harness the energy and talent of our employees and leverage our distinctive strengths to contribute to the economic, social, and environmental betterment of the communities where we live and work with special focus on development through education and employability.

At Genpact, giving is a way of life. We have institutionalized a culture of giving, among our employees through a number of global platforms, programs, projects, and social initiatives. We believe that the core of a sustainable and socially viable company is a strong and motivated volunteer base. We are proud to have our network of over 14,000 volunteers worldwide who support our various projects and initiatives. In India, Genpact has been a clear leader in the Give India Payroll Giving Program and the first company in India to have over 15,000 people donating from payroll through this platform.

Objectives of the Policy

Genpact is committed to giving back to the community with a focus on three key pillars in line with our strengths and core expertise, as well as causes that our employees are passionate about including:

- Education and Employability
- Environment and Sustainability
- Inclusion

Under each pillar, we run projects either directly or in partnership with institutional/NGO partner organizations. The primary focus of our CSR strategy is education and employability, especially skill building for employability, which we believe can bring about transformational change in the country and community.
CSR Strategy:

The three pillars of our CSR strategy are explained below.

Education and Employability:

This is our primary pillar.

Within this, our priority is to help create employability in India. One of the ways we do this is by training and up-skilling unemployed and underemployed youth, enabling them to get jobs and sustain themselves for life. Not only does this help with their career progression, but helps us fight the proverbial “war for talent” in a meaningful and constructive manner.

Govt. of India is driving a goal to build skilled capacity of 500 million people by 2022. Genpact has taken the lead to partner with NASSCOM Foundation and SSC NASSCOM to launch the innovative Reach Higher Program, which is aligned to this objective. This is one of our most important projects as we have core capabilities in this area and firmly believe that through this, we can change lives and uplift communities.

At the grass root level, we run projects to support primary, secondary, and higher secondary education and vocational skills for underprivileged children and women.

We believe that building world-class educational institutions in India is a critical social need within the education ecosystem. We continue to establish partnerships with leading academic institutions, supported by the best academic and professional leaders of our times, to bring centres of excellence in learning and leadership to the youth of the country – to support a culture of learning, make them world-class professionals and potential leaders, and create a wealth of talent pool within the country, preventing potential brain drain.

Environment and Sustainability:

This is our second pillar.

We are committed to build a culture of environmental consciousness and care among our employees, and provide sustainable and measurable benefits in the long-run through our projects. We drive this through employee, client, and community participation for our projects, and extensive communications and awareness campaigns.

We abide by the global “Environment Health Safety and Sustainability Policy” (EHS&S) signed by our global CEO “Tiger” Tyagarajan, and it’s displayed and communicated across all locations. In
our business and operations, we leverage our culture of Six Sigma, Lean, and innovation to deliver exceptional outcomes for the company with respect to environmental impact.

**Inclusion:**

Our third pillar focuses on inclusive growth, health, and sustenance of disadvantaged groups. Some of our projects under this are given below. The target beneficiaries are under-privileged children, the disadvantaged, and excluded groups and communities.

- Supporting technology based social innovation projects at a grass-root level – (e.g. Genpact’s partnership with NASSCOM foundation on innovation led initiatives through the NASSCOM Social Innovation Forum that supports solutions for critical social issues such as education and employability, financial inclusion, health and citizen services. We help identify start-up innovations in these areas and assist them in scaling-up.)
- Support and care for the disadvantaged – Sponsoring a Primary Health Centre for the poor at minimal cost, and engaging our large volunteer base to support blood, organ and stem cell donation drives.
- Active support for disaster relief – Clothes and material donation drives.

Our pillars and projects are supported by the following 4 key horizontal drivers:

- Volunteering of time of our employees, the cornerstone of our CSR program
- Our payroll giving and donation programs, spearheaded by our employees
- Sound partnerships with our NGO partners, and strong client engagement and support
- A powerful communication engine that builds a culture of giving

**Governance Structure - Implementation, Monitoring, and Reporting**

It’s important to reemphasize Genpact’s unwavering commitment to integrity and ethical business practices. We aim to always do business the right way and integrity to be the guiding light in the years to come.

Genpact will implement its CSR activities governance, monitoring, and reporting in accordance with Section 135 of the Companies Act 2013 and the rules notified thereafter. Accordingly, a CSR committee has been formed with three directors who will report into the Board of Directors. Genpact will implement its CSR programs and projects either directly or through institutional partners.
The CSR Implementation Team will comprise of personnel directly involved in execution and monitoring of the projects to ensure effective utilization of funds, expected outcomes, and timely report outs to the Committee and the Board.

CSR Implementation Team will be responsible for following:

- Identifying CSR projects in line with Schedule VII of the Company’s Act and the company’s CSR philosophy and strategy
- Due diligence to identify Implementation partners
- Recommending projects and spends to the Committee and the Board for approval
- Monitoring and execution of the projects on the ground, and regular interfacing and reviews with partners for effective implementation
- Regular feedback, quarterly review and report to CSR Committee
- Any other activities to run the CSR programmes of the company

There would be a yearly review and reporting, of all projects and programs, by the CSR Committee and the Board. The CSR Committee will prepare the annual CSR report to be included in the report of the Board of Directors.

**CSR Budget**

The CSR Committee will propose the annual budgeted expenditure project wise to the Board for its consideration and approval.

**Contact**

Please email susmita.malik@genpact.com for any queries/further information.