



# 2022

## Corporate Social Responsibility Policy

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# Objective

SRS Consulting Inc has been an early adopter of corporate social responsibility (“CSR”) initiatives. Along with sustained economic performance, environmental and social stewardship is also a key factor for holistic business growth. We work towards diversity & inclusion, education & mentorship, and environmental sustainability.

The Company’s focus has always been to contribute to the sustainable development of society and the environment and to make our planet more livable for future generations.

## Focus areas

# 2022 Sustainability Review Parameters

We have always been conscious of our responsibility towards sustainable development as an organization, and have made efforts to internalize and systemize sustainability practices into our processes.

We are constantly thinking of ways to bring more value to the table. Not just in terms of technology and process innovations, but also in terms of better environment friendly and sustainable practices. That's what prompted our first initiative in 2009 to systemize our sustainable practices. We believe that systemizing them enables us to measure them.

Measurability, along with benchmarking, gives us a far clearer picture of where we stand, where we want to be, and what we should do to get there.

We have used the Sustainable Development Goals (SDGs) framework adopted by the United Nation in September 2015 to identify and track sustainability practices.

Our Sustainability Practices Team (SPT) comprises members from various functions. This team has charge of the review and reporting process.

The SPT is also responsible for improvement of the measurement and reporting framework so that it better addresses the sustainability concerns of the Information Technology Services segment.

The scope of the report is limited to our facilities. We are unable to review the sustainability practices in situations where our teams are operational in client environments.

# Environment

## Greenhouse Gas Emissions

Recycling, turning off unnecessary lights, offsetting our carbon emissions from air travel and using public transport whenever possible have all been effectively implemented as an integral part of our business operations and processes.

The table shown combines direct and indirect greenhouse gas emissions (GHG) including: office electricity and refrigerants, base building electricity and gas, flights, car travel for business purposes and waste to landfill.

|                         | Total GHG Emissions in CO <sub>2</sub> -e | GHG Emission per FTE |
|-------------------------|---|----------------------|
| GHG Emissions Generated | 912                                       | 6.08                 |

The total figure does not include work related travel on public transport, although we intend to widen the scope to include more indirect GHG emissions in future reports

SRS encourages the use of public transport for work related travel where possible, and we are very proud of the level of usage that has been adopted by a majority of the team members. We are looking into the development of a “public transport for business purpose” policy to ensure that our commitment to public transport use continues into the future.

This has contributed to favorable results in each of our environmental impact areas. However, we acknowledge that our rapid growth across various geographies will negatively impact our total GHG Emission footprint.

Our target is to maintain or decrease the consumption rates which are reported as per Full Time Equivalent (FTE) employee, taking into account our current and predicted growth.

## Paper

We aim to reduce our paper consumption and employees are heavily encouraged to print hard copies only when absolutely necessary. Our printers are set to print double-sided wherever possible. All of our pay slips and memos are produced and communicated electronically and we have made the decision to produce this Sustainability Review Report in electronic format only.

## Environmental Roadmap

Keeping in line with the sector benchmarks, the SRS Consulting Inc. SPT has been mandated to explore the possibility of adoption of more stringent, technology centric checks and frameworks.

We hope to design a more robust framework based on international standards and sector specific sustainability benchmarks.

Our commitment to the environment is without question and we resolve to offer increasingly green solutions to our partners while still maintaining our core benefit of cost-effective excellence.

# Sustainability

## Targets

With a total of six promises to make a positive difference, and a commitment to halve our carbon emissions, we are taking a comprehensive approach to sustainability with concrete goals and measurable targets that ensure we get things done. We continue to take on more aspects of sustainability, have launched new targets for 2022, and are focusing on developing out methods, systems and tools. These efforts will strengthen out sustainability work and our follow-up processes.

SRS Consulting continues to define its sustainability framework based on three main pillars:

### **People**

We have built a program into our annual appraisal cycle that identifies our employees' specific skills and maps a suitable development course. We include a development plan for each employee to help them realize their full potential.

As mentioned earlier, our Employee Engagement survey for 2020 indicated an average engagement score of 79 across 5 dimensions. Having received feedback for specific dimensions, we now hope to increase our EE score to 85% in 2022.

### **Planet**

We are now using a plug-in voltage meter to measure – for the first time – energy use across the company. Our target is to reduce the amount of energy each of our employees consumes by an average of 15 per cent.

Although we no longer use recycled printer cartridges due to poor quality, we have not abandoned the possibility of finding an alternative. We aim to continue the search for quality printer cartridges that are kind to the environment.

### **Profit**

Ensuring we take all our stakeholders into account is a key part of our evolving sustainability strategy. This means that as we firm up our commitment to employees, we do the same in our relationship with clients and suppliers.

We are proud of the long-term relationships we have developed with many of our clients. This does not mean we are complacent. As our CSM score indicates, while our scores are up from 2020, we still have room for improvement, especially in the Customer Loyalty dimension.

Many of our suppliers are small businesses like us, and we understand the need for prompt payment for services. We aim to leave no bill or invoice outstanding in our dealings with suppliers. We also hope to develop a supplier satisfaction survey in the coming months to help us continue to improve our supplier relationships.

# Diversity and Inclusion

SRS Consulting Inc's commitment to diversity, equity and inclusion.

SRS Consulting Inc. (SRS) recognizes its talented and diverse workforce as a key competitive advantage. Our business success, delivery capabilities and innovation are a reflection of the quality and skill of our people with diverse backgrounds, perspectives and thoughts. Diversity management benefits individuals, teams, our company, and our customers. We recognize that each employee brings their own unique capabilities, experiences and characteristics to their work. We value such diversity at all levels of the company in all that we do.

# SRS Diversity Framework

As a 100% woman and minority-owned business, we are proud of our Diversity Program. It is anchored in our values and aims to give back to the community and create a lasting impact to improve the unfortunate diversity gaps in our society and industry today.

Our Diversity Program is four-pronged. It embraces education, mentorship, advocacy, and channel opportunities, and is a unique and sincere approach to improve the gaps in diversity, especially those that exist among contract vendors. Great outcomes result out of these collaborations, and we are very proud of what we have accomplished so far.

## SRS Diversity Framework

### Education



We work with minority organizations to develop and implement educational programs to promote skill development and incubation for future placement.

### Channels



We leverage our customer relationships to direct internal and client opportunities with all our diversity partners.

We are a 100% women & minority owned company

### Advocacy



We engage with our clients and network to promote diversity and advance engagement with minority groups to support their missions.

### Mentorship



We use our resources to promote mentorship moments that help job seekers learn more about industries and people that work in areas of interest.



# Diversity, equity and inclusion in action at SRS

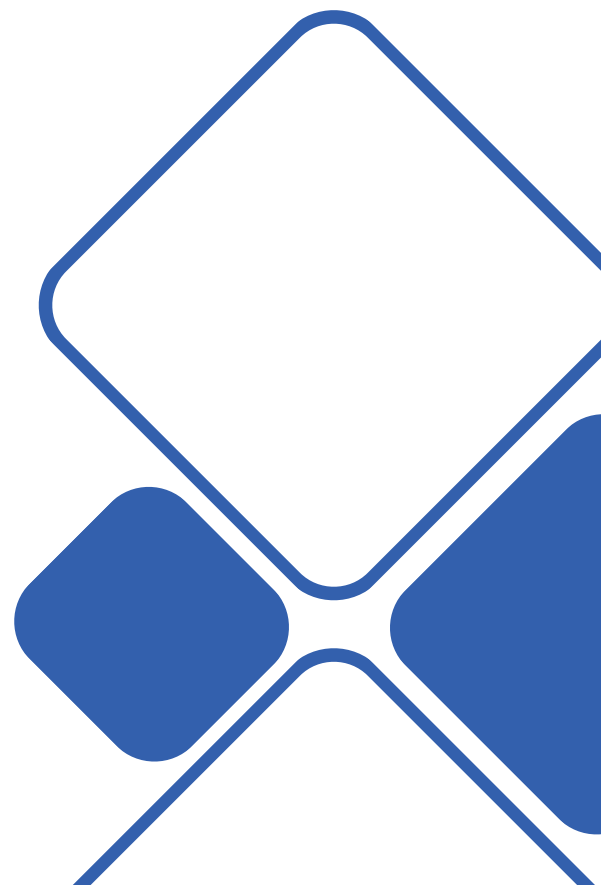
As a responsible community member, we believe that our employees from many different cultural, linguistic and national backgrounds provide us with valuable knowledge for understanding and reflecting our customers in local markets. We view the diversity of cultures, people, thoughts and ideas as an imperative to successfully delivering innovative, superior technologies to the marketplace. These are the steps we take to build a more diverse and inclusive organization.

Together we make diversity, equity and inclusion a reality.

## 1, Hire, retain and develop diverse talent

We are intentional about diversity and inclusion (D&I) by pursuing the broadest pools of talent from all backgrounds through authentic partnerships with diversity-focused organizations. We take affirmative steps to sponsor diverse talent and ensure that they have the needed visibility and stretch opportunities for their career advancement. SRS rewards excellence and all employees are promoted on the basis of their performance.

We have established outreach programs to identify individuals from under-represented backgrounds for recruitment. We work with minority organizations to develop and implement educational programs for promising individuals to become high achieving professionals by promoting skill development, and incubating for future placement.



# Conscious recruitment, development and advancement

To attract a pool of outstanding candidates, SRS invests in strategic partnerships in diversity recruiting programs



## African American Employee Network

We work together to enrich the careers of Black professionals at SRS. We focus on inclusive recruitment, retention, and community engagement



## Bay Area Black Market

We support Black entrepreneurs with insights into how to accelerate the growth of their businesses with smart technology and business strategies to provide innovative solutions to their marketplace.



## The Honor Foundation

We leverage the unique value that our military community brings and work together to advance U.S. Special Operations Forces veteran careers in meaningful ways.



## Black Virtual Career Fair

We offer Black professionals – those who are just starting out and seasoned workers - exciting career opportunities in a deliberate effort to add diversity to our technology teams.

We are committed to growing the diversity of our workforce.

## 2. Create a culture of belonging

SRS leaders are committed to fostering a culture of belonging through having more open conversations towards D&I, expanding unconscious bias training and having a strategic plan of action for all D&I efforts. We actively overcome cultural stereotypes and identify and address cultural, and organizational barriers that prevent inclusion in the workplace and limit people's full participation and full potential within the organization.

To help our people thrive, SRS offers specialized diversity training, networking support, flexible work arrangements, mental health resources, and more. Diversity training encompasses raising awareness about issues surrounding diversity and developing diversity management skills. Our D&I values extend everyone with any kind of work engagement with the organization, including employees, suppliers, vendors and contract workers regardless of their backgrounds, experiences, or hierarchies

## 3. Nurture inclusive, accountable leaders

SRS leaders play a unique and valuable role in supporting our commitment to D&I. They lead by example and create opportunities for collaboration, leverage diverse perspective and ensure an environment where employees can safely voice their opinions. They also develop inclusive leaders and hold them accountable for leading in an inclusive and courageous manner by emphasizing D&I as a core business value.

SRS leaders set out the overall diversity agenda and provide thought leadership on workplace systems, processes, practices and measurements in developing sustainable and inclusive workplace cultures. Senior leaders have strong D&I-building goals and targets, and view the accomplishment of these as an important part of their responsibilities.



Our employee  
communities  
connect us,  
empower us,  
and help us  
succeed

#### 4. Build unbiased talent management processes

SRS takes a rigorous, data-driven approach to our talent management processes and understand the specific D&I pain points in recruiting, promotion, compensation and retention. We recognize that there are distinct demographic groups that have long been disadvantaged. Racism, ageism, sexism and other forms of discrimination are problems both for our organization and society as a whole.

SRS is committed to tackling cultural stereotypes both within and outside our organization. We have clear reporting procedures for any type of discrimination or harassment combined with follow-up procedures to prevent future incidents.

#### 5. Create a sustainable diversity and inclusion operating model

We believe that a self-sustaining inclusive organization needs the right operating model in the form of governance, structure, accountability and resourcing to achieve and sustain its D&I objectives. We take a long-term holistic approach while simultaneously focusing on short-term metrics and incentives to ensure leaders are meeting key milestones along the way. We also make the right investments to support our culture, leaders and talent.

Our diversity champions come from all levels of the company, from top management to junior employees, and ensure that our D&I policy is articulated in the day to day running and the strategic direction of the company. Our grievance redressal system enables employees, vendors and service providers, contract employees, clients, retainers, consultants, trainees and intern to raise any grievance or complaint across various categories like sexual harassment, discriminations, health and safety, unfair employment practices, among others.



# Environmental stewardship

## Responsible business

SRS is committed to protecting the planet and delivering a positive environmental legacy for future generations as we operate and grow our business. We believe it is our obligation as an IT service provider to minimize our environmental impact and enhance the quality of life for our people and the global community. We strive to be environmentally responsible throughout our organization – in how we increase the energy efficiency of our products and processes, use only what we realistically require, reduce areas of overconsumption, and invest in our communities. We also prioritize partnerships to develop policies and systems that strengthen communities and protect our environment.

## Partnering to make a difference

### With our clients

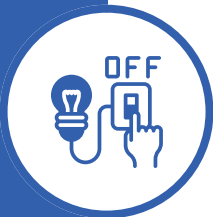
We combine our industry knowledge, innovation ability, technical expertise, local presence, and global delivery capacity to help our clients successfully manage sustainability opportunities and challenges. We help them reduce their environmental impact and energy costs while improving regulatory compliance programs and the well-being of their own employees, citizens, and customers.

### With our communities

We recognize that each of us has a role to play in improving our relationship with the environment. Across our operations worldwide, we actively engage with the communities in which we live and work to support a wide range of environmental initiatives to help protect the planet for future generations.

# Our impact

SRS Consulting Inc's commitment to environmental stewardship goes back to our founding. Here are just a few ways we are focused on helping to protect the planet we all share.



## Conserving fuel & energy

Recycling, turning off unnecessary lights, offsetting our carbon emissions from air travel, and using public transport whenever possible have all been effectively implemented as an integral part of our business operations and processes.



## Recycling

We constantly reduce our reliance on unsustainable energy sources, recycling reduces the amount of energy used in the production process. By processing recycled materials saves a significant amount of energy compared to producing new materials from raw natural resources.



## Reducing waste

We are now using a plug-in voltage meter to measure – for the first time – energy use across the company. Our target is to reduce the amount of energy each of our employees consumes by an average of 15%. We are an almost completely paperless environment and favor digital documentation wherever possible.



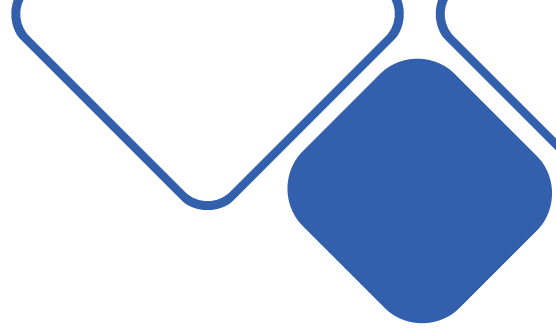
## Using water responsibly

We are now using a plug-in voltage meter to measure – for the first time – energy use across the company. Our target is to reduce the amount of energy each of our employees consumes by an average of 15%. We are an almost completely paperless environment and favor digital documentation wherever possible.



## Planning for the future

In 2016 we adopted an ambitious set of environmental goals to guide the organization for the decade ahead. These goals have raised the bar on environmental responsibility. We are looking into the development of a “public transport for business purpose” policy to ensure that our commitment to public transport use continues into the future.



# Targets

SRS Consulting Inc's has shown a strong commitment to the environment throughout its existence, and we're excited to continue building on that legacy with new, ambitious goals for 2030. These goals focus on key areas of our business where we believe we can have a significant, lasting impact and make a positive difference in protecting our planet.

## 1 Reducing waste

Since 2009, SRS Consulting Inc has operated under a long-term vision to achieve zero waste in our operations. We have made significant progress towards this goal including through a series of waste management initiatives to reduce, reuse, recycle, donate, and encourage behavior change initiatives with our partners and employees. Our aim is to divert as much material as possible from landfills. In fact, we sent less waste to landfills in 2019 than we did in 2016, despite the tremendous growth in our operations over the same time period.

While we are proud of the progress we have made, we are committed to doing more. We have a responsibility to get ever closer to our zero-waste ambition in order to protect the ecosystems and communities that host us, as well as do our part to minimize our global environmental footprint.

## 2 Designing lower impact products

Our commitment to the environment is without questions and we resolve to adopt clean tech in our operations and client solutions, thereby minimizing the impact on our planet.

We have aligned with sector benchmarks and adopted ever more stringent technology-centric checks and frameworks to offer increasingly green solutions to our clients.

In future too, we will strive to design a more robust framework based on international standards and sector-specific sustainability benchmarks.

## 3 Building sustainability

We will continue to drive energy efficiency improvements in all of our offices. Through our ethical, socially, and environmentally sustainable business practices, we aim to deliver value for all three of our stakeholders – our clients, our employees, and our shareholders.

Some steps we have taken so far include:

- Promoting more sustainable travel decisions.
- Assessing risks and damages from natural events
- Managing waste
- Conserving energy and water

We will continue to focus on improvements in these areas. We also have a commitment to achieve greater reductions in scope 3 business travel (including land-based travel, air travel and accommodation).

## 4 Conserving water

We recognize that water is a precious resource for our business and the communities in which we operate. Since 2016, we have kept potable water consumption flat across our operations while continuing to grow our business – through conservation measures, upgrading and repairing infrastructure, and using recycled water where possible.

# Education

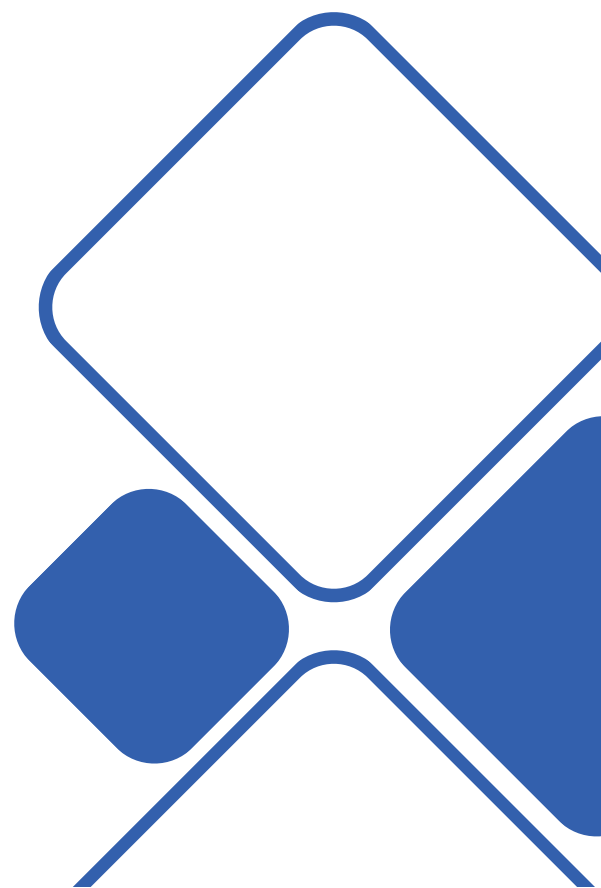
SRS will work with minority organizations to develop and implements innovative educational programs. These programs will promote skill development and incubation for future placement.

## Free Certification

We believe that our Diversity Program Framework that includes education, mentorship, advocacy and channel opportunities is a unique and sincere approach to improve the gaps in diversity, especially gaps in diversity among contract vendors.

It has been a pleasure getting more acquainted with these minority organizations and we discover more every day. At SRS we believe great things happen when collaborating with these organizations and that companies can only reach their full potential once they have achieved meaningful diversity.

At SRS, we are proud to offer this great certification opportunity to our diversity partners.





# Mentorship

SRS will use its resources to promote mentorship moments to help job seekers to learn more about industries and people that work in areas of interest.

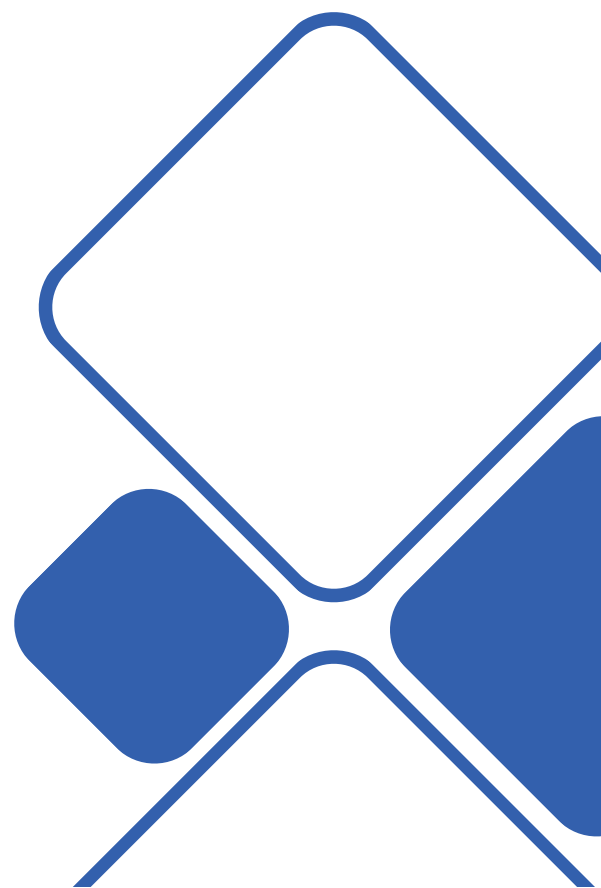
## Helping aspiring professionals

This mentoring program helps minority communities inspire and educate young professionals as they prepare to join the workforce in the Bay Area.

As a young minority professional it's not always easy to get first hand insights and perspectives from insiders. The Coffee Time mentoring program is intended to help young professionals learn more about an industry and also learn more about professions they are interested in.

As part of SRS diversity programs we want to invite you and your employees to take part in this mentoring opportunity. There is no commitment or obligation, it's simply a one hour conversation to educate and inspire young professionals. The information these young professionals gain during the short one hour mentoring session will help to inspire, position, prepare and direct their interests.

At SRS, we are proud to offer one hour session with a mentor to an aspiring young professional.





## Undertaking CSR activities

SRS consulting Inc will undertake its CSR activities (being projects/programs / other permitted activities), approved by the CSR Committee either directly or through the SRS consulting Inc and/or such other eligible entity/organization as approved by the CSR Committee. The surplus arising out of the CSR activities shall not form part of the business profit of the Company. Such surplus shall be spent on its CSR activities in accordance with this policy. Identification and implementation of multi-year CSR projects / programs (“Ongoing Projects”) will be monitored by the CSR Committee and the Board of Directors of the Company (“the Board”), as required under Applicable Law.

## CSR annual action plan and location of CSR efforts

The CSR Committee shall decide on the locations for CSR activities and formulate and recommend to the Board for approval a CSR annual action plan, which shall contain all matters which are required under Applicable Law and any other matters as the CSR Committee may deem fit from time to time. The Board may modify the annual action plan as per the recommendations of the CSR Committee at any time during the financial year, based on reasonable justification.

## Impact assessment

Impact assessment shall be undertaken by the Company or by recipient or by implementing agency as required by and in the manner set out under Applicable Law, and the impact assessment report(s) shall be placed before the CSR Committee and the Board, and shall be disclosed as legally required.

## Composition of CSR committee and disclosures

The CSR Committee shall be comprised in accordance with the requirements of Applicable Law. This CSR Policy, details of the composition of the CSR Committee and projects approved by the Board shall be hosted on the Company's website at [www.srsconsultinginc.com](http://www.srsconsultinginc.com)



# Governance

The Company can undertake CSR activities either by itself or through other entities eligible to undertake CSR activities under Applicable Law. Accordingly, SRS consulting Inc or such other entity will work closely with and support the Board and the CSR Committee in carrying out the CSR activities of the Company. SRS or such other entity will assist the CSR Committee in identifying the areas of CSR activities and execution of initiatives as per defined guidelines. SRS consulting Inc or such other entity will also assist the Board and the CSR Committee in reporting the progress of deployed initiatives and in making appropriate disclosures (internal / external) on a periodic basis.

# Funding, Selection and Monitoring Process

SRS consulting Inc or such other entity will receive requests for funding of projects throughout the calendar year. Its panel of experts will evaluate proposals received under the SRS consulting Inc or such other entity's focus areas and projects will be prioritized by assessing their potential impact. The SRS consulting Inc or such other entity will then forward its recommendations to the CSR Committee. The CSR Committee will deliberate on the proposals and approve proposals for implementation at its discretion.

SRS consulting Inc representatives and / or SRS consulting Inc or such other entity will collaborate with stakeholders to monitor the status of each project and will report its findings to the CSR Committee periodically to enable the Board and the Management of the Company to meet their reporting, monitoring and other legal obligations. In any year, where the Company has spent in excess of its CSR obligation, such excess spending shall be available for set off against the Company's CSR obligations for up to the next three financial years in accordance with Applicable Law, and the Board shall be competent to pass a resolution in this regard.



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