



SRS
Consulting Inc



2021 Sustainability Review

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Director's Desk

We are SRS Consulting Inc.

To measure the value we create for our stakeholders, SRS Consulting Inc. uses the United Nations' Agenda 2030 and its 17 Sustainable Development Goals (SDGs) as a guideline. The SDGs provide a comprehensive definition of sustainability, ranging from good health and well-being, affordable and clean energy and climate change to quality education, innovation, peace, justice and strong institutions.

SRS Consulting Inc. can positively impact practically all of these, directly or indirectly, by considering environmental and social needs alongside economic demands when making decisions. This report sets out the steps we have taken to commit to become a more sustainable company: increasing the energy efficiency of our products and processes, using only what we realistically require, reducing areas of over-consumption and putting more back into the planet than we take out. Our vision is to create a business whose goal is to leave behind a positive future for generations to come.

Equally, this report looks at what we are doing to better care for people as well as the planet. We believe in acting responsibly in all of our operations. At the heart of our business, we encourage the values of trust, transparency and excellence through the service we provide to our clients.

As a people-centric information technology business, that means conducting business honestly and transparently wherever we find ourselves; promoting human rights and human dignity; protecting private data; and creating an inclusive working culture where everyone can fulfil their potential.

Since we began this journey, we've made some progress in developing our Corporate Responsibility & Sustainability strategy. This report goes into detail on the ambitious targets we have set ourselves on cutting emissions and playing our part in meeting the 1.5°C global warming goal set by the United Nations – a goal that climate experts agree is critical to avoid catastrophic climate change. The report is also aligned with the United Nations Global Compact. We believe our work to build a more connected world will create new solutions and new opportunities to work, travel and live more sustainably

However, the global sustainability challenges we face can only be solved with both individual and collective effort. Economic prosperity and ecological harmony is possible by taking the right decisions and following through on our ambitions. We believe that improving the communities within which we work, creating an environment that is harmonious and inspiring, and nurturing our planet should go hand in hand. After reading this report, I hope you will join us on this journey.

Warm regards,

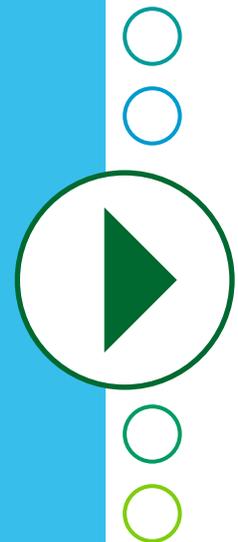
Kalpana Roy
Director
SRS Consulting Inc.

Company Profile

We are a Technology Services company headquartered in Fremont, CA, with a global footprint of clients and delivery capabilities. We have been in existence since 2002, and have continuously moved up the outsourcing and technology services value chain over the years.

As catalysts of transformation, we're the enabler behind technology and services that power leading business across the globe. The changing requirements on today's market demands a partner that is agile, driven and possess the ability to consistently deliver. Driven by a mission to help organizations tap their real potential, SRS Consulting helps organizations stay ahead of the curve as a partner in every step of their business.

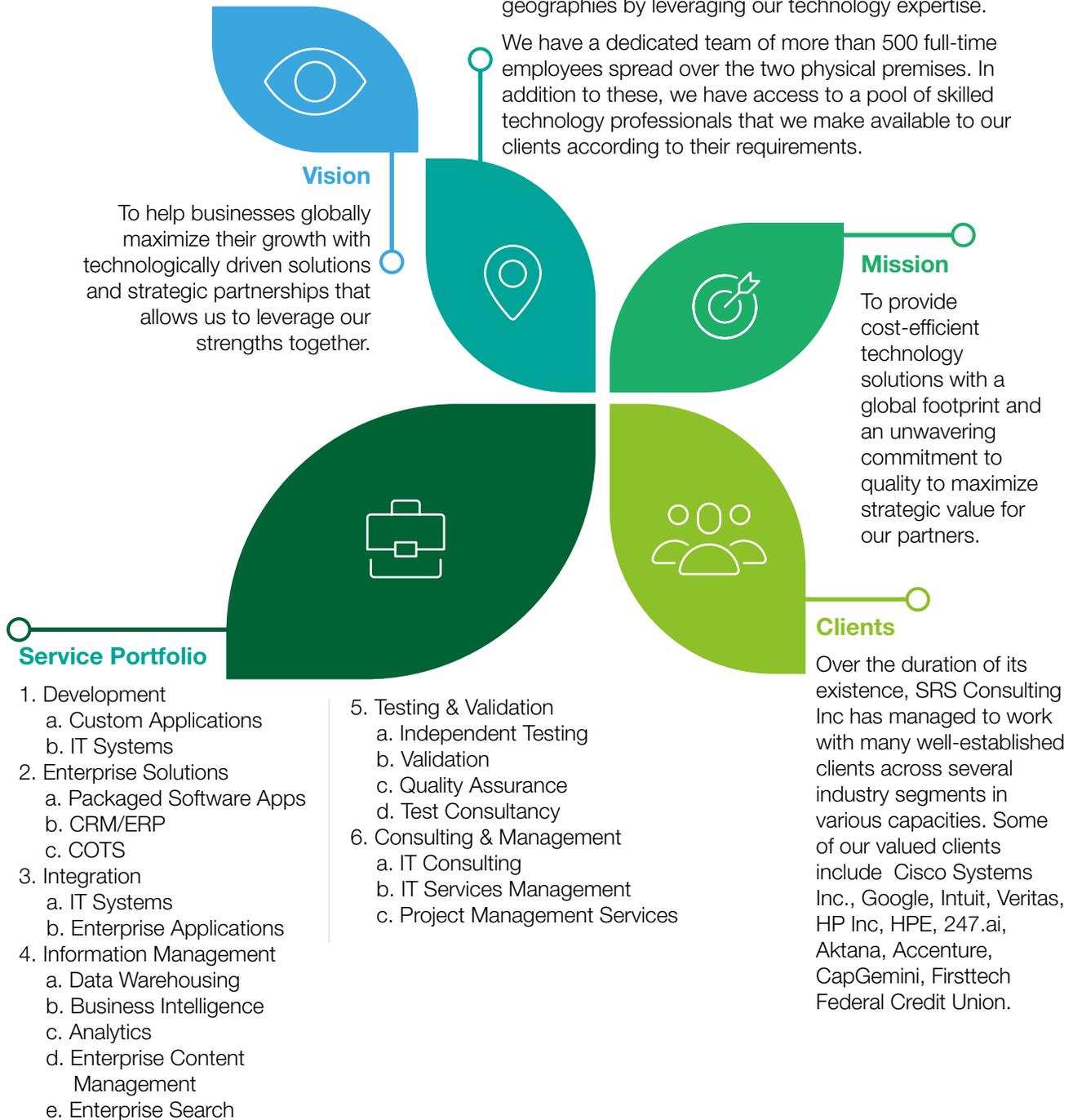
Through active strategic interventions over the years, we have put our company in the fortunate position where we are able to offer the vision, expertise, and quality of a big player, while still retaining the flexibility, agility, and personalized responsiveness of a small company.



Presence

SRS Consulting Inc is headquartered in Fremont, CA and also has off-shore development centers in Hyderabad and Bangalore, India. We have a scalable global delivery footprint and are able to offer our services across several geographies by leveraging our technology expertise.

We have a dedicated team of more than 500 full-time employees spread over the two physical premises. In addition to these, we have access to a pool of skilled technology professionals that we make available to our clients according to their requirements.



2020 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.

This SRS Consulting Sustainability Review looks at the reporting period of January 1, 2020 to December 31, 2020.

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.



Materiality

For the purpose of this review, the material issues in our organization have been classified under three categories:

1. Workplace
2. Marketplace
3. Environment

These dimensions were arrived upon through internal consultations after a series of workshops conducted within the organization.



Stakeholders

At SRS Consulting Inc., we believe that relationships with our stakeholders are what define our company. For the purpose of this review, we have not conducted any specific measurement exercise involving our external stakeholders other than the existing Customer Satisfaction Measurement. We seek their feedback in making our sustainability practices more efficient.

1. External Stakeholders
 - a. Clients
 - b. Suppliers
 - c. Vendors
 - d. Contractors
2. Internal Stakeholders
 - a. Employees
 - b. The SRS Consulting Inc. Board members

Workplace

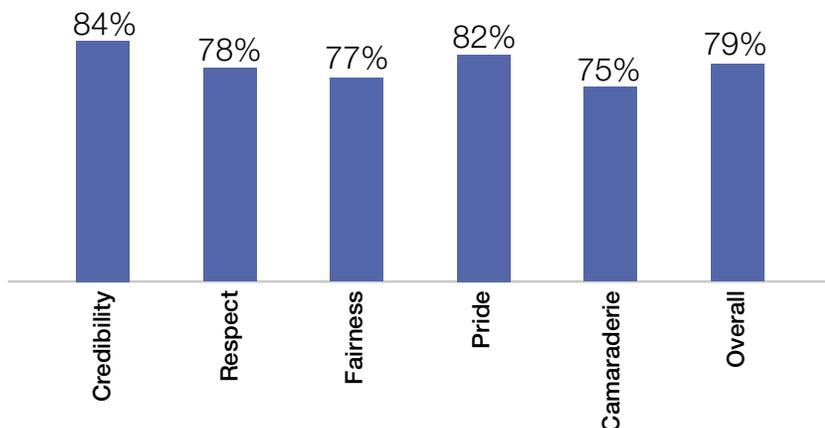
Our people are our biggest investment and greatest asset. We believe we have created a skilled, passionate and diverse workforce, within which each individual enjoys their jobs and provides a unique contribution to the business.

Employee Engagement

In November 2019, we undertook an employee engagement measurement exercise to gain an insight into the attitude of our employees towards working for us.

The survey consisted of 50 questions with a 5-point scale response, and 2 open ended questions seeking to find out what they like about the organizations and ways in which it could be better.

The questions examined the quality of relationships in SRS Consulting Inc. on five different dimensions: credibility, respect, fairness, pride and camaraderie.



The feedback was encouraging and demonstrates that SRS has established a great place to work culture. We intend to build on the identified target areas in the future.

Particular strengths of the culture were revealed in the areas of Pride and Camaraderie. The results have also highlighted areas where we need to focus our efforts to ensure we deliver on our commitment to creating a great workplace.

Credibility

- Keeping employees up to date regarding issues and changes.
- Looking at ways to make expectations clearer
- Establishing measures for how we are living up to our principles and values in the management decisions we make

Respect

- Increasing support for employees by developing a formal training, development and mentoring offering
- Finding ways to recognize good work and extra effort by employees
- Actively supporting employees to achieve work – life balance

Fairness

- Ensuring all team members have the opportunity for special recognition.

In 2021 we will organize a workshop with the entire team to discuss the employee engagement results and develop an action plan for addressing the most critical areas as highlighted in the survey results.

Next year, we hope to build on our overall employee engagement score and take it to 85%.

Challenges for the future

As we grow, we will have to ensure that:

1. We're able to provide positive leadership to our workforce
2. Growth strategies, their purpose, and anticipated challenges are clearly articulated
3. Communications with employees are timely, clear, and consistent
4. Systems are instituted to empower employees and involve them in decision making to a larger degree

Marketplace

At SRS Consulting Inc., we understand the value of customer satisfaction. We believe that efficient and well-planned customer satisfaction and loyalty research allows us to benefit greatly from the valuable insights our customers have to offer.

We believe that our approach to Customer Satisfaction research allows us to:

- Know our strengths and weaknesses
- Allocate resources for optimal impact and satisfaction.
- Tell our customers that we're serious about our commitment to constant quality improvement
- Determine competitive strengths and weaknesses.
- Gain additional insight into the sources of dissatisfaction and areas requiring improvement.
- Provide a system for informing management of problems or situations requiring immediate attention

STRATEGY

Vision, Value, Culture

GOVERNANCE

Executive Ownership, Decision-Making, Accountability, Compensation

INTEGRATED BUSINESS PROCESSES

Automated, Closed-looped, Customer Relationship Management and Business, Intelligence Integration, Lifecycle Management, Communication

METHOD

Data Collection, Contact Management, Sampling Methodology, Survey Questions

REPORTING

Analysis, Benchmarking, Micro and Macro Improvements, Dissemination Practices

RESEARCH

Business Impact, Financial Operations and Constituency Linkages, Use of Customer Information

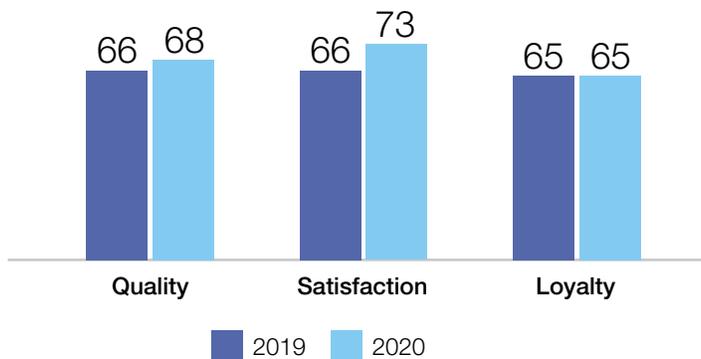
Methodology

1. Exploratory qualitative research to identify survey dimensions based on customer needs and expectations and their order of importance
2. Survey design
3. Identification of all customer-company touch-points
4. Identification of appropriate research tools based on touch-points and engagement stages
5. Deployment of Customer Satisfaction survey across all touch points at various stages of the engagement
6. Survey tracking
7. Reporting & Analysis

Implementation of action points identified through survey results.

Results

Shown below are the results of our December 2020 Customer Satisfaction survey compared to 2019 results.



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 ₂ -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 2021, 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 2021.

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.

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