

Global Diversity, Equity and Inclusion (DE&I) Policy

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Version Control

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1. Introduction

At Firstsource, embracing a culture of inclusion is deeply embedded in our organization's endeavour of creating moments that matter for our colleagues and clients. Diversity, Equity and inclusion are powerful business imperatives - they enable our diverse talent across geographies to bring their authentic selves to work, unlock innovation, build unique solutions, and create more value for our diverse and global clientele.

Diversity of cultures, identities and perspectives is a strategic priority for our organization and is anchored around our focus to have our global workforce mirror the diversity in communities, clientele, and talent pools. We are committed to creating a safe, equitable, and intentionally inclusive organization where employees, regardless of their gender, ethnicity, sexual orientation, religious beliefs, age, physical abilities, and other personal and social attributes, can bring their whole selves to work.

The Global Diversity, Equity and inclusion Policy sets forth our commitment and guidance to ensure we continue to drive towards a diverse and intentionally inclusive and equitable organization.

The policy applies to all employees, contract workers and consultants, who act on behalf of Firstsource Solutions Ltd, across all locations.

2. Our Purpose

At Firstsource, we fully embrace an inclusive workplace culture that respects and leverages the diversity of our colleagues, clients, and communities around the globe. In doing so, we create meaningful employee experiences while bringing our diverse perspectives and talents together to delight our clientele.

3. Our Approach

Our Diversity, Equity and Inclusion (DE&I) strategy is embedded within our people strategy and powers our aspiration to enable and empower talent, foster a sense of community, and promote a culture based in trust and respect. Our DE&I strategy, designed to support our people and our business, is anchored by 3 strategic pillars:

- **Inclusive Workplace-** We are dedicated to building a diverse, equitable, and inclusive workplace. We aim to create an environment where all differences are valued, practices are equitable, and every employee feels a genuine sense of belonging. By doing so, we aim to unlock the full potential of our diverse workforce.
- **Enhancing Client Experience** – We recognize the importance of serving our clients with authenticity and understanding by embracing diversity and catering to our

diverse customer segments' unique needs, we not only enrich their experience but also strengthen our relationships and drive business growth.

- **Enabling Communities-** We are committed to fostering a sense of belonging within our organization and the communities we serve. We aim to create opportunities for connection, collaboration, and positive change through ERG, external networks and strategic partnerships.

4. DE&I Governance Structure

At Firstsource, ownership and accountability for Diversity, Equity, and Inclusion (DE&I) is embedded at the highest levels of our organization. Our leadership is fully committed to advancing DE&I by actively promoting and driving the strategy, taking personal responsibility for its success.

We have established a robust governance framework to integrate DE&I into our overall business strategy and corporate culture. The CEO and CHRO serve as executive sponsors, providing leadership and oversight. Our DE&I Executive Council, composed of senior leaders from across the organization, aligns the DE&I strategy with business objectives and ensures accountability for its implementation.

A dedicated global DE&I team, comprising subject matter experts, works in partnership with employee resource groups, senior executives, and employees to develop comprehensive frameworks, action plans, and corporate-level initiatives. This collaborative approach ensures effective implementation, fostering a culture of inclusion and driving meaningful change across the organization.

5. Guidelines

5.1 Discrimination, Harassment and Bullying

Firstsource prides itself as an organization where every individual is treated with respect, dignity, and fairness. At Firstsource, there is zero tolerance for discrimination, harassment, victimization, bullying and workplace violence in any form based upon an individual's sex, gender identity and gender expression, race, colour, ethnicity, sexual orientation, age, physical ability, nationalities, language, religious beliefs, sects, culture, marital status, socioeconomic background, or any other characteristics protected by law or regulations in the locations where we operate.

At Firstsource, all employees in the organization share the responsibility of creating a purposefully diverse and intentionally inclusive workplace.

5.2 Equal Opportunity

Firstsource is committed to the principle of equal employment opportunity for all employees and applicants. At Firstsource, employment-related decisions are solely based on business needs, job specifications and individual merit, performance, and qualifications.

5.3 Employee Responsibilities

- **Respecting Diversity and Uniqueness:** Respecting the diversity and personal uniqueness of fellow colleagues, contractors, and clients alike.
- **Demonstrating Respect:** Communicating with all individuals in a manner that reflects respect, sensitivity, and dignity.
- **Raising Awareness:** Actively raising self-awareness of personal biases and understanding how they may interfere with interpersonal interactions, decision-making, and collaboration.
- **Supporting Psychological Safety:** Exercising good judgment and being intentional in actions to ensure a psychologically safe and healthy working environment.
- **Engaging with DE&I Practices:** Actively engaging in and providing support to workplace processes designed to attract and nurture diverse talent.
- **Ensuring Fair Treatment:** Ensuring the fair treatment of all individuals without any form of discrimination, harassment, or bullying.
- **Reporting Concerns:** Raising concerns or reporting incidents of non-compliance with their manager, respective HR partners or as indicated below in Section 'Contact Information' in this policy

5.4 People Leader Responsibilities

In addition to the responsibilities emphasized above in their individual capacities, people leaders are also expected to

- **Ensure Objective Talent Practices:** Ensure that talent-related practices and decisions are free from discrimination and based on merit.
- **Provide Reasonable Accommodations:** Provide reasonable accommodations for qualified individuals, as needed, and work with HR representatives and the Diversity Equity and Inclusion (DE&I) team to assess accommodation requests.
- **Foster an Inclusive Culture:** Demonstrate inclusive language and behavior and raise awareness of these practices within their teams.
- **Promote a Fair and Respectful Environment:** Foster a culture of trust, fairness, and psychological safety, free from discrimination, harassment, and bullying.
- **Role Model Inclusive Behaviors:** Actively promote inclusion, equity, and diversity by role modeling inclusive behaviors and intentional actions within their teams.

- **Address Inconsistent Practices:** Identify behaviors and practices inconsistent with the guidelines of this policy and report them to the relevant authorities as outlined in the “Contact Information” section.

5.5 Non-Compliance

Non-compliance with the guidelines set forth in this policy may be subject to appropriate disciplinary action, up to and including termination of employment, as guided by our disciplinary policy. Retaliation against an employee for making a good faith report of a violation or for assisting in any investigation related to this policy is prohibited. Any individual who engages in such retaliation will be subject to disciplinary action up to and including termination of employment.

6. Contact Information

To raise a concern or report an incident, employees may reach out to their manager, skip level manager, functional or business head or their HR representative.

If an employee wishes to report a concern or incident anonymously, they may refer to the Whistle Blower policy for alternate modes of reporting or write to the confidential email ID whistleblowing@firstsource.com

To ask queries and share ideas and feedback regarding DE&I initiatives, employees may write to InclusionAndDiversity@firstsource.com

7. Review

This policy will be subject to periodic review and update considering our progress against our DE&I goals and calibrations to our DE&I strategy, as required.

8. Annexure

The Global Diversity, Equity and Inclusion policy is intended to complement local statutory policies in every country in which we operate. The guidelines laid out in this policy apply to all employees in addition to respective location specific and other global compliance and statutory provisions. Employees may contact their HR representative, or the DE&I team for further clarity or information. You may refer to the following related policy documents for further information:

- Global – [Whistleblowing Policy](#)
- India – [Human Rights and Equal Opportunities Policy](#)
- UK – [Diversity and Equal Opportunity Policy](#)