

**Company Name:** DSM Soft (P) Limited

**Date:** December 9, 2010

**Address :**  
1, 15<sup>th</sup> Cross Street  
Shastri Nagar, Adyar  
Chennai – 600 020  
India

<b>Membership Date:</b> October 29, 2006
--

<b>Number of Employees:</b> 250
---------------------------------

<b>Sector:</b> Software & Computer Services
---

<b>Contact Name :</b>	Mr. Ramesh Ananthakrishnan
<b>Contact Position :</b>	Managing Director
<b>Contact Telephone No. :</b>	+91 44 491 3878

#### Brief description of nature of business

DSM Soft is a leading service provider in the Geospatial, Engineering and Publishing domains. The company has over 19 years of experience and draws upon its expertise and quality of its services to forge close customer relationships.

#### Statement of Support

DSM Soft is fully committed to the United Nations Global Compact initiatives and principles. It intends on an ongoing basis to support and implement the various policies that are aligned to the ten principles of the UN Global Compact.

As a firm supporter of the Global compact initiative DSM Soft uses the Global Compact “we support” logo on its website

As part of this commitment DSM Soft is a member of the Global Compact Network, India. DSM Soft shall actively engage itself in the GCN, India initiatives thereby deepening the company’s engagement in UNGC.

Signature



Position

Managing Director

## **HUMAN RIGHTS**

PRINCIPLE 1	BUSINESS SHOULD SUPPORT AND RESPECT THE PROTECTION OF INTERNATIONALLY PROCLAIMED HUMAN RIGHTS
PRINCIPLE 2	BUSINESS SHOULD ENSURE THAT THEY ARE NOT COMPLICIT IN HUMAN RIGHTS ABUSES

### **OUR POLICY**

DSM Soft is an equal opportunity employer and attempts to treat fairly qualified individuals who might otherwise be denied an opportunity because of their race/ethnicity, sex and/or disability. This policy benefits more than just the individuals for who opportunities are expanded. DSM Soft also benefits from the vitality that is created by different cultures, races, and individual points of view.

### **A BRIEF DESCRIPTION OF OUR PROCESSES**

- Departmental Heads / Managers are responsible for ensuring that their staff are aware of the policy and are practicing them as they carry out their duties.
- Recruitments, promotions and compensation revisions, etc., are carried out based on equal opportunity, on the basis of merit without unlawful discrimination on the basis of age, colour, disability, national origin, race, caste, religion, sex, sexual orientation or handicap.
- There is a complaint handling procedure wherein a preliminary assessment of a complaint is carried out by the HR department and a show cause notice is given to the alleged offender.
- Within five days of filing of the complaint, the HR department coordinates with the parties to informally resolve the matter. If resolved, both parties will indicate so in writing and the complaint is considered closed. If the issue is not resolved, then the Vice President – HR convene a hearing of all parties involved. Based upon the testimony, documentation and other relevant evidence presented at the hearing, the Vice President – HR will either recommend disciplinary action or dismiss the case.
- In case the Vice President – HR is a witness or has a personal interest in the case, DSM Soft will utilize the services of a legal counsel to moderate the hearing.

### **ACTIONS IMPLEMENTED**

Training programs relating to preventing human rights abuses were conducted

### **ACTIONS PLANNED FOR NEXT YEAR**

Creation of a Core Team within the Company for protection of Human Rights

## MEASURABLE RESULTS

Periodic review of work of the Core Team by the Senior Management

## LABOUR

**PRINCIPLE 3** BUSINESS SHOULD UPHOLD THE FREEDOM OF ASSOCIATION AND THE EFFECTIVE RECOGNITION OF THE RIGHT TO COLLECTIVE BARGAINING

### OUR POLICY

The success of DSM Soft's business depends largely on the capability, commitment and productivity of its employees. DSM Soft's relationships with employees are not a matter of politics or ideology but a business issue that is considered along with the health, safety and welfare of the employees.

The Employee Relations Policy is designed to provide fair and reasonable management of industrial issues with the expectation of the same from all other interested parties. The purpose of the policy is to establish a framework to resolve employee issues through policies, procedures and systems.

### A BRIEF DESCRIPTION OF OUR PROCESSES

- Take steps to comply with all applicable industrial laws, regulations, statutory obligations, awards, agreements, National and State codes of practice and guidelines.
- Maintain an open relationship with its employees and with other interested parties as appropriate to maintain a fair relationship.
- Recognise the employees' entitlement in accordance with applicable statutory obligations and agreements.

### ACTIONS PLANNED FOR NEXT YEAR

Though there were a lot of one-to-one and team meetings in the last year, it was not possible to organize Town Hall type meetings due to scheduling conflicts. However, it has been decided that during the next year Town Hall type of meetings would be conducted to bring about more open relationship with the employees.

## MEASURABLE RESULTS

Level of Town Hall meeting participation and number of issues discussed and resolved

**PRINCIPLE 4 BUSINESS SHOULD SUPPORT THE ELIMINATION OF ALL FORMS OF FORCED AND COMPULSORY LABOUR****OUR POLICY**

Every employee in DSM Soft must be a voluntary worker. No employees can be made to work against their will. All DSM Soft employees must be treated with respect and no employee will be subjected to corporal punishment or coercion of any type. DSM Soft will not purchase materials produced by any form of Compulsory Labour and will terminate business relationships with any sources found to utilize such labour.

**A BRIEF DESCRIPTION OF OUR PROCESSES**

- Engage in no labour violations such as excessive overtime, harassment and wage violations.
- Take steps to eradicate Forced Labour and support efforts that lead to the elimination of related forms of human rights and labour rights violations.
- Take proactive measures to safeguard against the use of Forced Labour in the supply chain.
- Demand no deposits or their identity papers from its employees.

**ACTIONS IMPLEMENTED**

Issuing employment contracts to all employees stating terms and conditions of service, the freedom to leave, the voluntary nature of employment and any penalties associated with departure or cessation of work. This will be continued on an ongoing basis.

**MEASURABLE RESULTS**

All employees have been issued employment contracts as stated above.

**PRINCIPLE 5 BUSINESS SHOULD SUPPORT THE EFFECTIVE ABOLITION OF CHILD LABOUR****OUR POLICY**

DSM Soft is committed to protect Childhood and Youth against exploitation. No child below the age of 14 years shall be employed for working in DSM Soft either directly or through Sub Contractors.

**A BRIEF DESCRIPTION OF OUR PROCESSES**

- Engage in no child below the age of fourteen (14) years.
- Take steps to ensure that no child labour is engaged with the sub contractors / suppliers of DSM Soft.
- Purchase no materials produced with the engagement of child labour in any form.

### **ACTIONS IMPLEMENTED**

Declarations sought from suppliers have been obtained that they do not employ child labour. This will be continued on an ongoing basis.

### **MEASURABLE RESULTS**

All suppliers have provided the required declarations.

**PRINCIPLE 6** BUSINESS SHOULD SUPPORT THE ELIMINATION OF DISCRIMINATION IN RESPECT OF EMPLOYMENT AND OCCUPATION

### **OUR POLICY**

DSM Soft is an Equal Opportunity Employer. DSM Soft will provide equal employment opportunity on the basis of the merit with out unlawful discrimination on the basis of age, colour, disability, national origin, race, caste, religion, sex, sexual orientation or handicap. DSM Soft will make every reasonable effort to select the employees from applicant pools that represent the workforce market. DSM Soft will not subject employees to unlawful discrimination in terms of employment demotion or transfer, layoff or termination, compensation, benefits, training and /or working conditions.

### **A BRIEF DESCRIPTION OF OUR PROCESSES**

- Communicate the commitment to provide equal employment to the entire organization;
- Shall develop reasonable internal procedures that ensure equal employment opportunity is being fully implemented;
- Enlist the assistance and support of all recruitment sources for DSM Soft's commitment to equal employment opportunity;
- Make reasonable accomodations to religious observances and practices of employees or prospective employees and/or to observe certain religious holidays during the year;

### **ACTIONS IMPLEMENTED**

No salary differences between males and females in identical roles. This is being implemented on an ongoing basis.

### **MEASURABLE RESULTS**

There is no disparity in salary between males and females. Internal Talent Search Program ensures that there is no scope for such disparity.

## ENVIRONMENT

PRINCIPLE 7	BUSINESS SHOULD SUPPORT A PRECAUTIONARY APPROACH TO ENVIRONMENTAL CHALLENGES
PRINCIPLE 8	BUSINESS SHOULD UNDERTAKE INITIATIVES TO PROMOTE GREATER ENVIRONMENTAL RESPONSIBILITY
PRINCIPLE 9	BUSINESS SHOULD ENCOURAGE THE DEVELOPMENT AND DIFFUSION OF ENVIRONMENTALLY FRIENDLY TECHNOLOGIES

### OUR POLICY

DSM Soft is committed to conduct businesses by providing an environmental performance consistent with Industry Practices to our customers, employees and other stakeholders. DSM Soft will operate its facilities in an environmentally acceptable manner with continuous improvement in our processes.

### A BRIEF DESCRIPTION OF OUR PROCESSES

- Meet or exceed all applicable environmental requirements to which we subscribe in the countries we do business.
- Establish sound environmental objectives and management system in line with ISO 14001 : 2004.
- Strive to operate our business for sustainable use of the earth's resources considering waste, energy, material content, packaging, upgradability, reuse and recycle.
- Report progress and key issues to the Board of Directors.

### ACTIONS IMPLEMENTED / PLANNED FOR NEXT YEAR



The "Living Clean & Green in DSMS" was launched as a movement with the realization of the fact that keeping the workplace Clean & Green is the primary responsibility of DSMites as they are spending significant time of their living in the workplace.

A core team was created to look into initiatives that can be undertaken for establishing an environment management system. Employees were educated on the need to conserve electricity. Online alerts are provided to the employees just before the completion of their working hours on a daily basis, requesting them to switch off all unutilized electrical/electronic equipments.

### MEASURABLE RESULTS

The environmental management team shall develop action plans for establishing an environment management system with the medium term of aim of obtaining the ISO 14001 certification

## ANTI CORRUPTION

PRINCIPLE 10 BUSINESS SHOULD WORK AGAINST CORRUPTION IN ALL ITS FORMS INCLUDING EXTORTION AND BRIBERY

### OUR POLICY

Employees of DSM Soft who are members of professions with established standards of conduct shall, in addition to any obligations and responsibilities imposed by DSM Soft policies, be bound by all applicable professional standards of conduct. Employees of DSM Soft are obligated to reveal conflict of interest between DSM Soft and their outside interests

### A BRIEF DESCRIPTION OF OUR PROCESSES

- Employees shall comply with and abide by all State and Central laws and regulations
- Commit no act of forgery or alteration of DSM Soft documents or records
- Not give preferential treatment to any organization, corporation, or individual where the employee has personal or financial interest, direct or indirect, which conflicts with the performance of one's duties. When awarding contracts or hiring staff where a conflict exists, one must excuse oneself from the decision making process.
- Make no attempt to receive or agree to receive any gift or benefit of any kind where it might reasonably be inferred that the gift or benefit was given or offered, for the purposes of influencing or rewarding one for the discharge of duties assigned.
- Work against corruption in all its forms including extortion and bribery

### ACTIONS PLANNED FOR NEXT YEAR

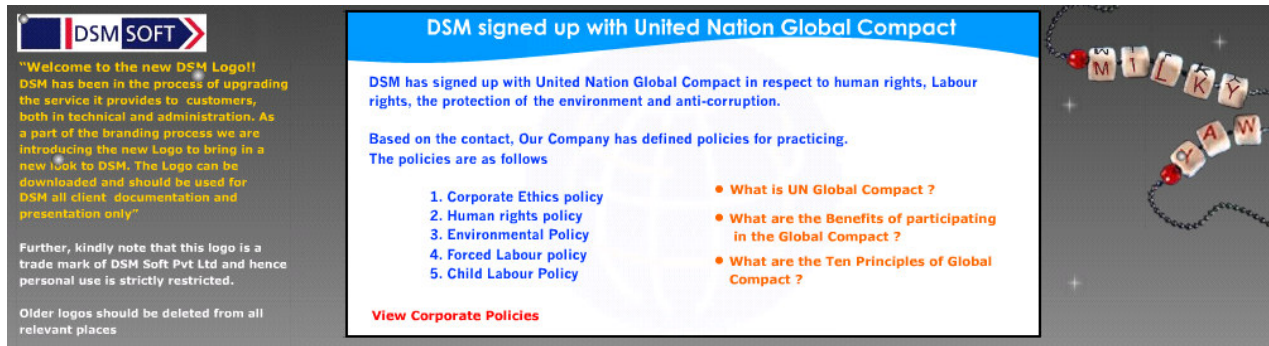
In the last year, through the means of lectures, it was only possible to train a few employees on how to identify bribery and corruption. This needs to be expanded to cover all the employees. This shall be done as part of the action plan for the next year.

### MEASURABLE RESULTS

All employees would be covered by the training program.

## Sharing the COP with Stakeholders

All the policies are published in **Milkyway** - DSM Soft Internet Information System.



The screenshot shows a web page with a blue header titled "DSM signed up with United Nation Global Compact". On the left, there is a DSM SOFT logo and a message: "Welcome to the new DSM Logo!! DSM has been in the process of upgrading the service it provides to customers, both in technical and administration. As a part of the branding process we are introducing the new Logo to bring in a new look to DSM. The Logo can be downloaded and should be used for DSM all client documentation and presentation only". Below this, it states: "Further, kindly note that this logo is a trade mark of DSM Soft Pvt Ltd and hence personal use is strictly restricted. Older logos should be deleted from all relevant places". The main content area contains the text: "DSM has signed up with United Nation Global Compact in respect to human rights, Labour rights, the protection of the environment and anti-corruption. Based on the contact, Our Company has defined policies for practicing. The policies are as follows". A list of five policies is provided: 1. Corporate Ethics policy, 2. Human rights policy, 3. Environmental Policy, 4. Forced Labour policy, 5. Child Labour Policy. To the right of the list are three bullet points: "What is UN Global Compact?", "What are the Benefits of participating in the Global Compact?", and "What are the Ten Principles of Global Compact?". A red link "View Corporate Policies" is at the bottom. On the far right, there is a decorative graphic of a string of beads spelling "MILKYWAY".

The COP will be made available to all internal stakeholders through the Milkyway Portal. External stakeholders can access the COP through the external website/email.