



CUSTOMER ENGAGEMENT REIMAGINED

# SUSTAINABILITY REPORT 2018

(Reporting period: 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018)

CSS CORP is committed to creating value for its  
shareholders, employees and communities



## CEO MESSAGE



### **Manish Tandon**

Chief Executive Officer  
CSS Corp Pvt. Ltd.

I am proud to share our 4<sup>th</sup> annual sustainability report for FY 18, which once again reaffirms our commitment to sustainability across our global operations. This report is a significant step in our commitment to transparency and leadership in our industry and sets the stage for future sustainability initiatives.

The annual sustainability report offers an excellent opportunity to reflect on our achievements. In doing so, we've looked beyond our services and operations, with a deeper focus on the environment that surrounds us and be socially responsible.

We expanded our sustainability program and laid foundations for long-term goals and initiatives. We joined the UNGC to cement principles of social and environmental responsibility by actively reporting our support to the UNGC's ten principles and established sustainable development goals.

Our priority for the upcoming year is to continue to monitor the environmental impact of our operations and services and that we take up corporate social responsibility in areas where we operate. We continue to embrace and stand by the principles of the United National Global Compact in our operations thereby generating long term value for all our stakeholders and society.

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# ABOUT CSS CORP

CSS Corp is a new age IT Services and technology support company, head quartered in Milpitas, California. At CSS Corp, we harness the power of AI, automation, analytics, cloud and digital to address customer needs and act as a catalyst for growth by enabling enterprises transform from traditional models to new age service models and help them identify new revenue streams.

We are a team of 5,600 technology professionals across 16 global locations, who are passionate about helping our customers excel in their businesses. Right from IT operations to tech support, cloud and digital customer engagement, through application modernization and testing, we have built our reputation on delivering stellar customer experiences for over 150 clients, including Fortune 1000 companies that count on our expertise.

At CSS Corp, we continue to push the innovation envelope as we strive to meet our vision to be the new age services company. We are constantly looking for the best talents who could build the next big platform or solution that could deliver unprecedented growth and experience for our customers. CSS Corp has been collaborating with leading organizations to reimagine customer engagements, streamline business operations, and identify new revenue opportunities for over twenty years. We enable our customers to win through a culture of innovation and flexible engagement models.

## Our Services

At CSS Corp, we provide new age services and solutions that transform our customers' technology landscape into a dynamic, next-generation IT environment. Using our platform-based services, we enable customers to scale up, to meet complex business challenges, with new levels of efficiency. We ensure that customers derive measurable business value by enabling continuous improvements, significant cost savings and relentless innovation. We combine an entrepreneurial spirit, exceptional talent and a client-first approach, with a global delivery network and deep domain expertise to help our customers deliver the best.



### Digital Services

Analytics, Digital Content Management, Web and Mobile Development, Digital Marketing and IoT



### Engineering & Testing

Application Development, Modernization, DevOps, and Test Engineering



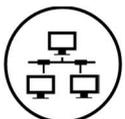
### GIS Services

GIS Consulting & Assessment, Data Acquisition Services, Data Processing Management, and Spatial Analytics



### Customer Experience

Customer Service, Tech Support, Knowledge Management, and Operations Analytics



### Network Services

Powering Scalable Network Modernisation and Management for the Connected Future



### Cloud and Infrastructure

Public and Private Cloud Migration, Intelligent Automation, Business Service Desk, Infrastructure Ops and Security

Our solutions are extensively used in industries like Networking, Telecom, Healthcare and Lifesciences, Technology and Media, Consumer Electronics, Retail and CPG.

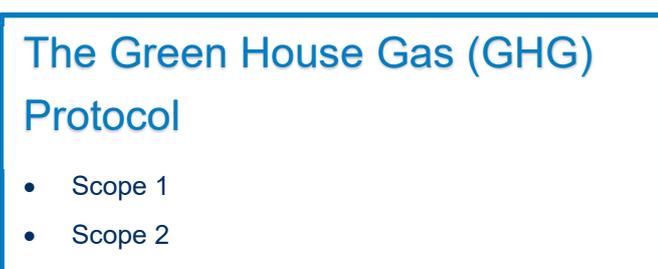
# INTRODUCTION

Sustainability and Corporate Social Responsibility (CSR) at CSS Corp plays crucial roles for overall success of the organization, strengthens stakeholder's association and creates positive changes among us. Our progress in implementation has been recorded across listed verticals and locations. This report is prepared based on following three guidelines.

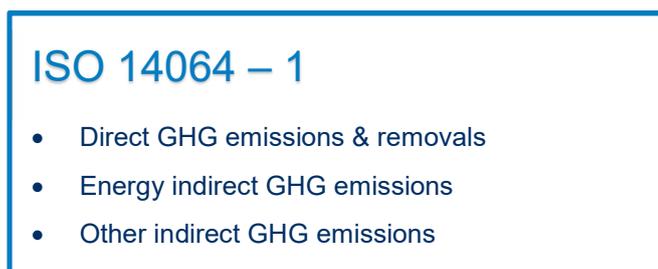
## 1. Applicable SDG's



## 2. Applicable Protocol



## 3. Applicable Standard



# KEY STRATEGIC AREAS

## Environment



GHG Emissions from Electricity



Printing Paper



Recycling & Waste Generation Reduction



Business & Employee Travel



IT Operations



E-Waste

# Labour



Training & Development



Responsible Sourcing



Employee Safety

## Anti - Corruption



Anti - Bribery & Corruption

## Human Rights



Work Culture Sustainability

# ENVIRONMENT

## Environment Management & Energy Efficiency



## **Assessment, policy and goals: -**

Consistent and continuing emphasis on reducing energy levels, including monitoring of energy consumption trends, identification of reduction opportunities, technology upgradation and awareness programs for staff continue to high on the priority list. We have a well articulated overarching sustainability policy to help us integrate our sustainability goals into our business processes.

## **Implementation: -**

**Electricity** – Usage of light emitting diodes (LED) instead of traditional lighting at our corporate office and regular maintenance, systematic operation schedules and set room temperatures for heating ventilation and air conditioning (HVAC) across facilities has resulted in significant power reduction.

**Printing Paper Reduction** – Automated process like paperless performance appraisals, digital signature, E-resignation and pay slips and a centralized printer management system, best in class hardware ensures lower energy and paper consumption.

**Recycling & Waste Generation** – Reduction in consumption of hand rolled towels (HRT) at restrooms, paper cups, single use packaged plastic water bottle and recycling of used paper and paper products.

**Business Travel Tracking** – Internal process ensures travel in Kilometers (KM) are monitored accurately for all three modes i.e., road, rail and air (cab bookings organized by CSS Corp alone is considered for calculation).

**IT Operations** – We utilize industry best practices for backup and recovery leveraging the Cloud model, with automation and redundancy capabilities, while implementing an additional layer on premise storage.

**E-Waste** – Responsible disposal of E-Waste generated across global facilities.

**Outcome: -**

**Greenhouse Gas (GHG) Emissions  
From Electricity Usage:**

Emissions are accounted from electricity usage as follows:

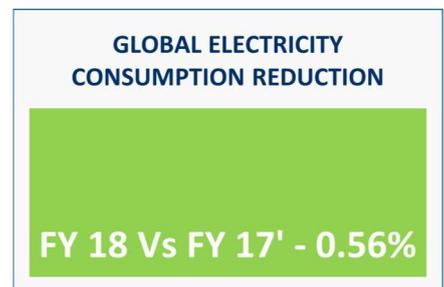
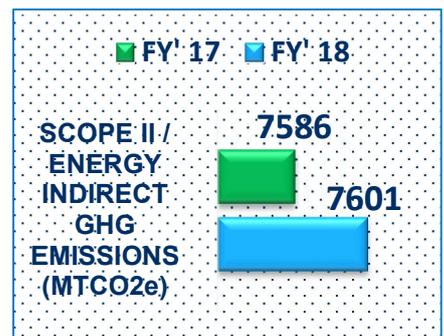
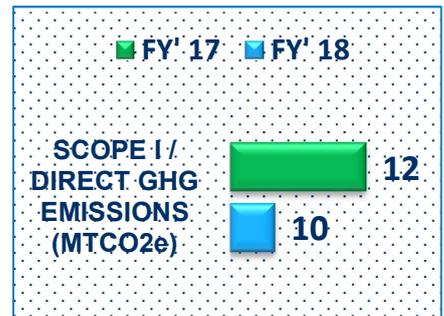
- 1. Electricity generated by state electricity board.
- 2. Electricity generated through diesel generator and owned by facility provider.
- 3. Electricity generated through diesel generator owned by CSS Corp.

There has been an overall reduction in global GHG emissions of 1.51 Sq.Ft/MTCO<sub>2e</sub> (Square Feet / Metric Ton of Carbon di Oxide equivalent) when compared FY 18 Vs FY 17. The emission intensity is calculated based on floor space utilized, since floor space is dynamic and emission conversion factor varies across countries. Total GHG emissions from electricity consumption and generation during FY 18 is 7,701MTCO<sub>2e</sub>.



**Electricity:**

Electricity consumption stands at 97,82,413 kWhr & 98,37,823 kWhr respectively during FY 18 & FY 17. Total reduction in electricity consumption is 55,410 kWhr.



## Printing Paper:

Reduced paper consumption through frequent optimization of global human resource management system, travel management system, CSS Corp's employee transport system & transport navigation system.

(Equivalent to 554 KG of paper and prevented axing of 12 fully grown trees)



PRINTING PAPER  
CONSUMPTION REDUCTION  
IN REAMS

249

## Recycling & Waste Generation Reduction:

(I) Reduction in consumption of hand rolled towels (HRT) commonly referred to as hand tissue paper used for drying of hands. This has prevented axing of 52 fully grown trees.

HRT REDUCTION  
IN KG

2318

(II) Recycling of waste paper and paper products has:

- Prevented axing of 49 fully grown trees,
- Reduced consumption of 58,958 liters of water,
- Reduced electricity consumption of 1000 kilo watt hour,
- Reduced occupation of 2.45 cubic meter of landfill space and
- Reduced 2.0 metric ton of Carbon dioxide that contributes to climatic changes.

RECYCLING OF PAPER &  
PRODUCTS  
IN KG

2225

(III) Introduction of reusable melamine cups at water dispensers and introducing 'Bring Your Mug' concept has resulted in significant reduction in paper cup consumption.

PAPER CUP REDUCTION  
IN NUMBERS

240265

(IV) Usage of reusable water jugs & reusable glasses across conference rooms and employees has resulted in lesser dependency of single use plastic water bottles.

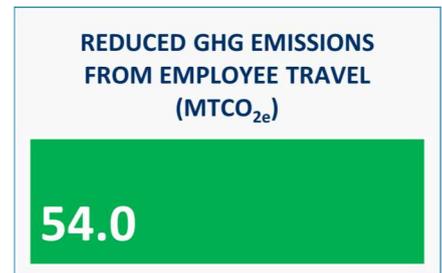


**Business & Employee Travel:**

Carbon emission reduction achieved on employee travel due to route optimization & industry best practices resulted in a reduction of 54MTCO<sub>2e</sub>.

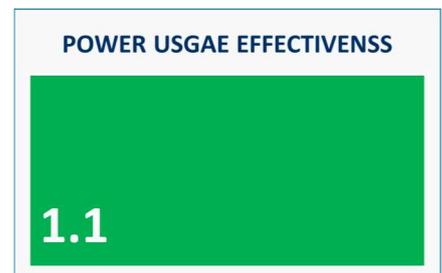
Carbon emissions arising from global business travel through flight, bus, train and hired cabs are monitored and accounted.

Cab details booked by employees for official requirements are not captured under scope III or other indirect GHG emissions



**IT Operations:**

Cloud based operations achieve better Power Usage Effectiveness (PUE) levels and are 40% higher efficient than traditional data centers.



## E-Waste:

E-Waste generated globally is rigorously monitored and handed over to authorized re-cyclers instead of handing them to the informal recyclers which then ends up in landfills. This leads to reduction in environment hazards & improvement of health of those employed in unorganized recycling. In total 16.32MT of E-Waste was recycled through authorized recyclers. CSS Corp has refurbished old computer systems and donated them to under privileged schools thereby extending the end of life of these systems.



# HUMAN RIGHTS

## Work Culture Sustainability



## Assessment, policy and goals: -

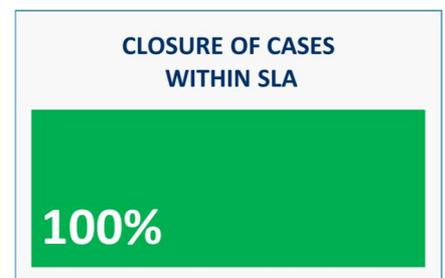
CSS Corp upholds Human Rights principles and applies them uniformly across the organization. At CSS Corp we believe in conducting organizational affairs in a fair and transparent manner by adopting the highest standards of ethics, honesty, integrity and professionalism while developing a culture of high integrity and transparency. The company is committed to creating a workplace free from sexual harassment, with zero tolerance towards such violations. We have a comprehensive Anti Sexual harassment policy that is compliant with prevailing laws and regulations.

## Implementation: -

- A strong employee grievance redressal mechanism enables employees to voice concerns and have them addressed. Our Whistleblower Policy, already in place, provides an effective mechanism to disclose alleged wrong doings within the organization in a responsible and effective manner, without any fear of victimization or adverse action.
- Anti-sexual harassment policy and program (ASHP) ensures employees are trained by external experts in the field of sexual harassment at the workplace. The system and the communication is strengthened by an Anti-Sexual Harassment Program training across all our locations for all our staff, both permanent and contractual. Training is conducted in English and local languages to ensure 100% coverage.

## Outcome: -

- We have zero tolerance to sexual harassment. Attending Anti-Sexual Harassment Program is mandatory for all new employees. Also, the Anti-Sexual harassment training program is conducted for housekeeping and contract staffs. In addition, the program is conducted in vernacular languages to ensure 100% understanding and effectiveness. We sensitize all employees through e-mail communications on an annual basis and of new joiners through induction training or induction manual. Quarterly reporting of all cases pertaining to sexual harassment of women is done to the CEO.



# LABOUR

Training & Development

Responsible Sourcing

Employee Safety



## **Assessment, policy and goals: -**

### **Training & Development:**

The people development framework of CSS Corp continues to create a learning organization culture to address the needs of our growing organization.

### **Responsible Sourcing:**

Mitigating supply chain risks through CSS Corp Supplier Code of Conduct (SCC) guidelines. SCC requires suppliers to adhere to set guidelines. The policy covers forced or compulsory labour, prohibition on child labour, equal employment opportunity & nondiscrimination or non-harassment, wages & benefits, environment health & safety, business relationships and compliance with anti-bribery laws. We have written down our policy for SCC. This policy is shared with critical vendors for acceptance.

### **Employee Safety:**

Travel, work environment and ergonomics are being considered as hazards within the organization and adequate process are implemented to mitigate these hazards. We have a written down our policy for employee safety.

## **Implementation: -**

### **Training & Development:**

Training Programs are available for both technical and non-technical (Soft Skills & Behavioral) competencies. These training programs are well categorized based on pre-hiring, post-hiring (new-hire training) & continuous learning.

### **Responsible Sourcing:**

The SCC policy was forwarded to all critical vendors globally.

### **Employee Safety:**

Travel hazard – CSS Corp provides a free to download application software under the Android platform, which provides real time status to employees and the driver. The app has provision / buttons to provide on time feedback by employees on rash driving, over speed & SOS functions. Route optimization is carried out for short driving times. Driver loading and performance is monitored by CETS back office staff.

Work Environment and Ergonomics hazard – An internal web portal is available to all employees through which they can key in the problem description and action is taken appropriately.

## Outcome: -

### Training & Development:

#### Tech Career

- CSS Corp has partnered with the World HRD Congress for the endorsement of “Talent leadership strategy for the future” Award. There’s over 300 hrs worth of Learning Content offered to student community at free of cost. Multi-lingual e-learning Portal (Offered in English, French, German & Spanish) is used as a market penetration tool – to promote the CSS Corp Brand in new geography. Academia as a Talent engagement tool helps to stay connected with students. This greatly enhances student-employee conversion ratio.

NUMBER OF STUDENTS  
BENEFITED WITH MULTI-  
LINGUAL E-LEARNING  
PROGRAM FOR 300 HOURS  
DURING FY 18

387



#### Skill + Outreach Program

- An employee initiative from CSS Corp- this is a program to bridge the gap between Academia and Industry. It enhances the employability skills of students passing out of colleges and universities.

NUMBER OF STUDENTS  
BENEFITED WITH SKILL+  
OUTREACH PROGRAM  
DURING FY 18

315



#### Skill+ Learning Academy

- Skill+ is the Learning & Development arm of CSS Corp. It addresses the learning needs of employees during their entire lifecycle including pre/new hires and provides a framework for continuous learning.



#### CSS Corp Virtual University (Powered by Massive Open Online Course (MOOCs)):

- Learning is a continuous activity. At CSS Corp, our virtual university helps employees to learn and grow. The program promotes self-learning, knowledge sharing and collaborative learning and creates a vibrant learning culture within the organization.



## Key benefits of the CSS Corp Virtual University

1. Align our course offerings to address the business & employee needs.
2. Learning through the world class platform – Success Factors LMS.
3. Collaborative Learning & knowledge sharing through Success Factors JAM.
4. “Certificate of Completion” from MOOC providers.
5. Leveraging Best Minds - Leader Speaks, Client Speaks, Industry Expert speaks series in Virtual Contact Classes.
6. Introduction of 4 special awards in CPL to recognize & reward Learning - Voracious Learner, Scholar, Content- Pro & Master Coach.
7. Dedicated learning bays & Network bandwidth for un-interrupted learning experience.

## Types of Learning Channels – caters to diverse preferences of varying audience.

Channel 1: e-learning powered by MOOCs.

Channel 2: Learning communities.

Channel 3: Virtual Contact Classes - Leader Speaks, Client Speaks, Industry Expert Speaks series.

## Career Aspirations Management Program (CAMP)

- Career Transformation through structured training intervention to facilitate technical and managerial progression.



## Pipeline Creation

- A framework that provides vertical growth for high potential in the Technical domain through a structured and a holistic development framework.



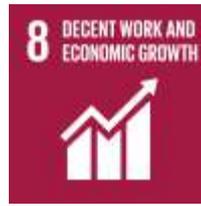
## Stepping up to Management (First time Managers Program)

- A mandatory program to empower first time managers.
- To build high performing and engaged teams.
- Superlative Customer Experience.
- Enhanced value for individuals, teams and clients.



## Responsible Sourcing:

CSS Corp has ensured 100% and 80% critical vendors located globally has ratified SCC policy.



## Employee Safety:

CSS Corp provides transport facilities for its employees who opt for company provided transport. Hence providing employee safety is necessary. We have a Travel Management System (TMS) along with android platform based mobile application systems like CSS CORP Employee Transport System (CETS) App for employees and Transport Navigation System (TABNav) App for cab drivers. Our Logistics back office, TMS & application software has established following safety processes:

1. Internal Global Human Resource Management System (GHRMS) & TMS are synchronized and this enables confirmed return cab facility with employees check- in. Onward cab to office is arranged on pre-monthly confirmation by respective employees.
2. After software installation, the concerned employee(s) receive multiple notifications like; status of cab departing from office, cab reaching within 1km radius and final notification to board cab, thus reducing wait at pick up point to less than 10 minutes.
3. Employees can track positioning of assigned cab.
4. Messages will be sent to concerned employees on cab status and the application software has provisions for real time feedback by employees on rash driving, over speeding & SOS.
5. The drivers can see assigned employee locations in map.
6. The Employee boarding status is captured through the digital Smart key and keyed in by employees on boarding the cab.
7. Centralized tracking system monitors all cab movements.
8. Escort security is provided if first pickup/last drop is a female employee.
9. Routes are optimized to reduce travel, driving time and distance.
10. Road worthiness of cabs is checked.

PERCENTAGE ACCIDENTS  
OCCURRED FROM TOTAL  
EMPLOYEES TRAVELLED  
DURING FY 18

0.02%

FATALITY OF EMPLOYEES FROM  
TRAVEL ARRANGED BY  
CSS CORP DURING FY 18

NIL

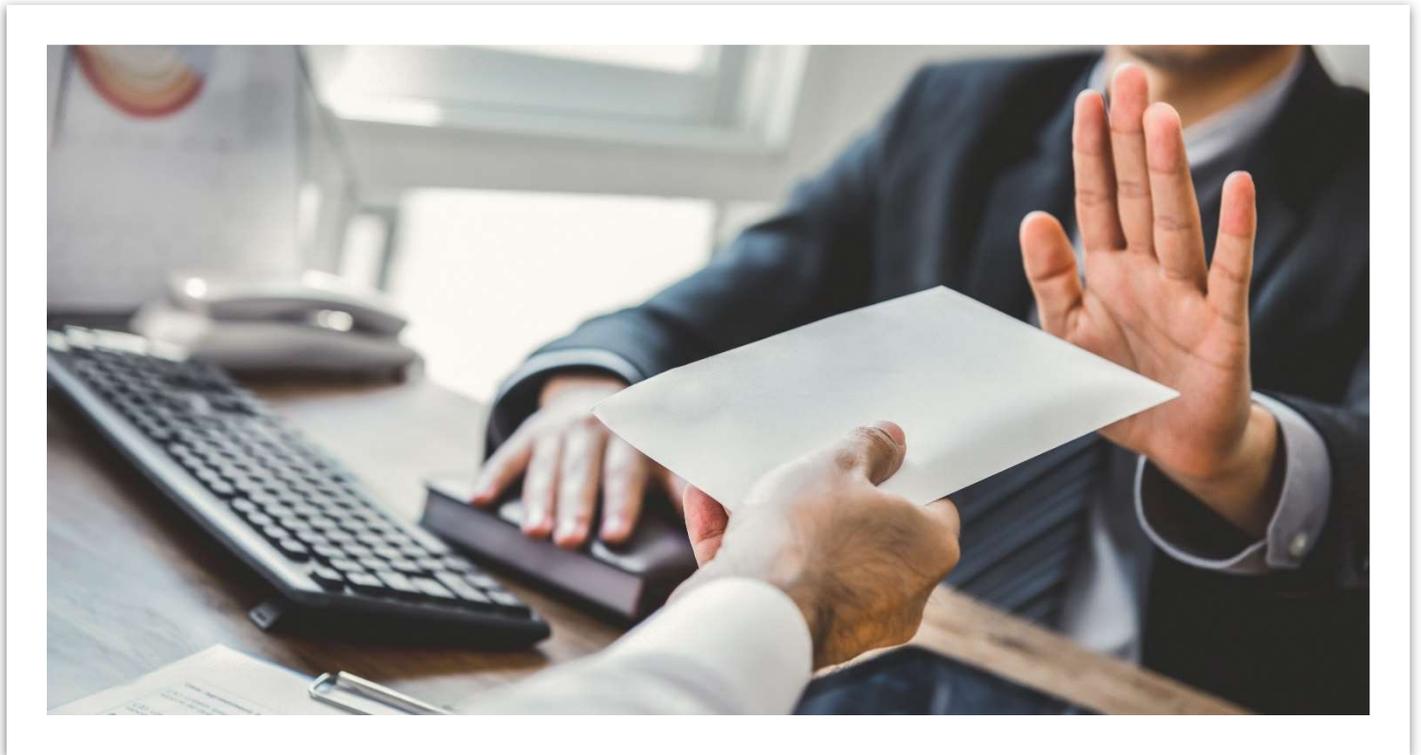
11. Driver details like driving license, address proof and Vendor undertaking letter/ antecedent check carried out.

Online facility support services are available for all employees where the description of the problem is captured and the issue is resolved by the respective administration team.



# ANTI - CORRUPTION

## Anti – Bribery & Corruption

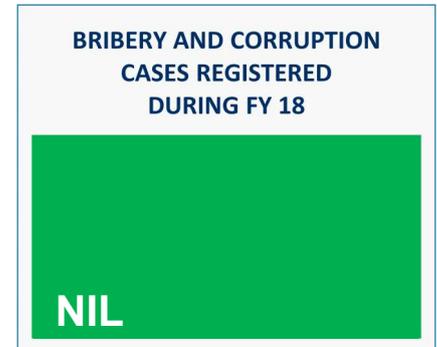


## Assessment, policy and goals: -

CSS Corp's Policy on Anti-Bribery and Anti-Corruption forbids the giving or taking of bribes in any form to secure business and protects whistle blowers from retaliation. This Policy is regularly reviewed to ensure it reflects any regulatory changes and developments in acceptable standards. Employees are sensitized to identify and avoid situations which are at odds with the policy. We have a global policy for Anti-Bribery and Anti-Corruption.

## Implementation: -

This Policy is regularly reviewed to ensure it reflects any regulatory changes and developments in acceptable standards. Changes are communicated across the organization via internal portals through responsible officers. Employees are sensitized to identify and avoid situations which are at odds with the policy.



## Outcome: -

Zero incidents have been reported.



# CORPORATE SOCIAL RESPONSIBILITY



Corporate Social Responsibility (CSR) has always been an integral part of business to create a positive impact across communities. CSR initiatives play a key role in improving the lives of communities and society in areas where we operate. Below are few CSR activities by employees across geographical locations.

Computer literacy program, Safe internet usage & E-Waste disposal and career counselling at Ambattur Government Girls Higher Secondary School, (low income school) in Chennai, Tamil Nadu, India.



Computer literacy program at Good Shepard School in Bengaluru, Karnataka, India.



Guest lecturing on Energy Economics for entire semester at Stella Maris College for Women under Bachelor of vocation degree program at Chennai, TamilNadu, India.



Planting and maintenance of 100 native tree saplings around Ambit IT Park facility, Chennai, TamilNadu, India.



Setting up 2 computer labs comprising of 25 refurbished computers with UPS at Government Girls Higher Secondary School, Chennai, TamilNadu, India.

Donating 3 refurbished computers with UPS to Jeyam Special School, Chennai and 2 refurbished computers with UPS to Lathur Village Panchayat, Kanchipuram, TamilNadu, India.



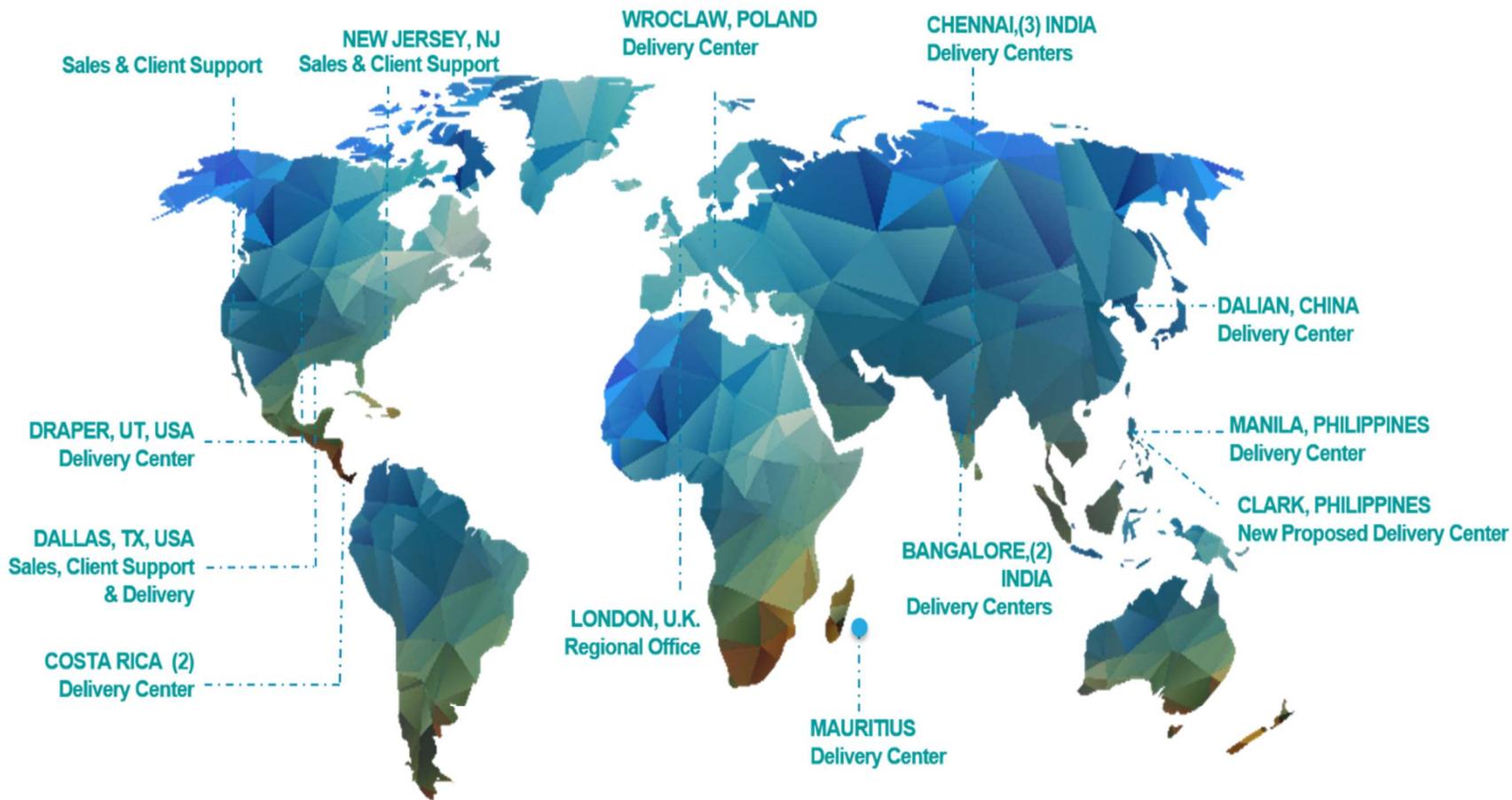
# INDUSTRY ACCOLADES



## INDUSTRY ACCOLADES

Awards Received Apr 2017 – Mar 2018			
1	CSS Corp wins 'The Golden Globe Tigers Award 2017' for Excellence in Branding in Business Innovation	Apr, 17	
2	CSS Corp has been Recognized as a “Leader” in NelsonHall’s NEAT for Telecom Customer Management Services	Jul, 17	
3	CSS Corp has won the CMO ASIA Awards 2017 for Brand Excellence in IT/ITES category	Aug, 17	
4	CSS Corp Wins 2017 Stevie Awards International Business Award		
5	CSS Corp wins Supplier of the year award 2017 for North America from Nokia	Oct, 17	
6	CSS Corp wins "OSH Innovation Awards 2017" in the silver category for initiatives implemented towards safe travel of employees	Nov, 17	
7	CSS Corp Wins 5th Big Data and Analytics Converge 2018 Award	Jan, 18	
8	CSS Corp Wins 2018 Stevie Awards for Sales & Customer Service	Feb, 18	
9	CSS Corp wins the 'FM Excellence Award 2017-18' for Ecological Sustainability	Mar, 18	

# OUR GLOBAL PRESENCE



Employees  
**5600**

Clients  
**150**

Global Centers  
**16**

Languages  
**25**



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