



CUSTOMER ENGAGEMENT REIMAGINED

## GLOBAL IMPACT REPORT

(Annual Progress Period: 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019)

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



## CEO MESSAGE



### Manish Tandon

Chief Executive Officer  
CSS Corp Pvt. Ltd.

CSS Corp espouses United Nations Global Compact's corporate governance principles on human rights, environmental protection, anti-corruption and better labour practices. As a member of UNGC, our focus on the United Nations Sustainable Development Goals (SDGs) and Environmental, Social and Governance (ESG) activities is getting stronger and stronger with every passing year.

Our environment is our habitation; protecting it is our top focus. Every day we're mindful to never lose sight of the delicate environment we inhabit. Knowing very well this fragile state of affairs, we train our employees, equip our workspaces, and prepare our offices toward a better, safer and greener society. At our offices, initiatives on the upswing include: improving safety, smart recycling, reducing greenhouse gas emissions, e-waste, paper usage, power consumption and the like. Literacy, reskilling, e-learning plus other outreach activities are part and parcel of our obligations toward society.

The stats and facts are all here. **CSS Corp 2019 Annual Sustainability Report** (5<sup>th</sup> report) reveals the progress in lowering the energy consumption across global locations. Please read the social responsibilities we fulfilled in the locations we operate in addition to the updates on environmental, social and governance progress we achieved from 2018 to 2019, and many other updates.

Sustainability is at the heart of our corporate strategy and deserves our #1 priority. We're not only committed to the goals of UNGC, but we strive to go even further. On behalf of CSS Corp, I'm grateful to all stakeholders for their continued support and patronage.

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# ABOUT CSS CORP

CSS Corp is a new age IT services and technology support company that harnesses the power of artificial intelligence, automation, analytics, cloud and digital to address customer needs. We partner with leading enterprises to help them realize their strategic business outcomes. Our team of 6,400 technology professionals across 18 global locations is passionate about helping customers differentiate and succeed. We act as a catalyst for growth by enabling enterprises to transform from traditional models and help them identify new revenue streams.



## 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.



### Customer Experience

Customer Acquisition, Customer Service, Technical Support, Premium Support Services, & more.



### Enterprise Support

Enterprise Sales, Customer Service, Technical Support, Customer Success, & more.



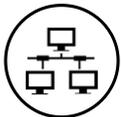
### Network Services

Network Consulting, Network Engineering, Network Deployment and Migrations, Field Services, & more.



### Cloud & Infrastructure

Cloud Migration, Infrastructure Ops, Intelligent Service Desk, Cognitive Automation, & more.



### Digital Engineering

Application Modernization, Mobile/ Web Development, Cognitive Analytics, Chatbots, Virtual Assistance, & more.



### Geospatial Technology

GIS Consulting, Data Acquisition Services, Data Processing and Content Management, Spatial Analytics and Insights, & more.

Our solutions are extensively used in industries such as Telecom, Media, Technology, BFSI, Healthcare, Retail and CPG.

# INTRODUCTION

Sustainability and Corporate Social Responsibility (CSR) at CSS Corp play 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.

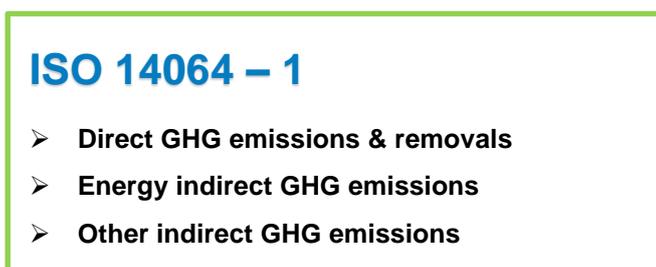
## 1. Applicable SDG's



## 2. Applicable Protocol



## 3. Applicable Standard



# KEY STRATEGIC AREAS

## Environment



# Labour

Responsible Sourcing



Disclosure policy



Training & Development



Employee Safety



# Human Rights



Work Culture Sustainability

# Anti-Corruption



Anti-Bribery & Corruption

# ENVIRONMENT

## Energy Efficiency & Environment Management



## **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 be 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) and optimization of heating ventilation and air conditioning (HVAC) across facilities have resulted in significant power reduction.

**Printing Paper Reduction** – Automated process like paperless performance appraisals, digital signatures, E-resignations and pay slips and a centralized printer management system, best in class hardware ensure lower energy and paper consumption. Introduction of lower GSM papers and mobile bill digitization has also resulted in reduction of paper consumption.

**Recycling & Waste Generation** – Reduction in consumption of hand rolled towels (HRT) at restrooms, paper cups have resulted in reduction of waste generation. Recycling of used papers and paper products are also adopted.

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

**IT Operations** – Datacenter equipment's consumes significant amount of power to keep running. With digitization adoption, the datacenter resource demand is always on an upward trajectory resulting in ever increasing power requirement. Hence it is very important to ensure datacenter systems are deployed and maintained by adopting new technologies to optimize power consumption.

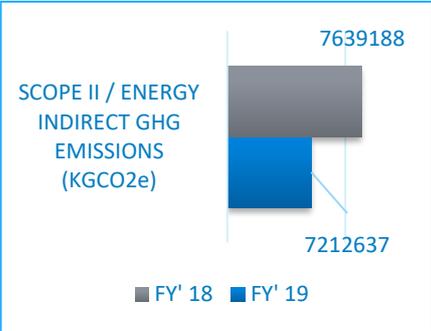
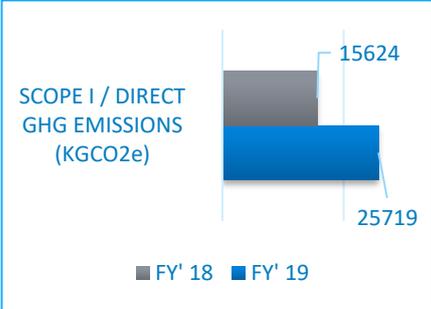
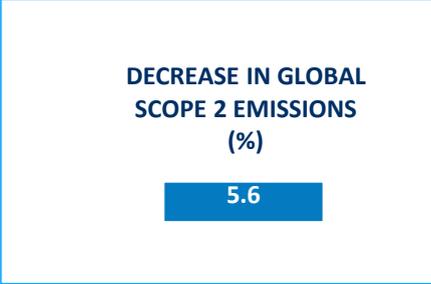
**E-Waste** – Responsible disposal of electrical and electronic wastes through authorized re-cyclers.

**Outcome: -**

**Greenhouse Gas (GHG) Emissions**

There has been an overall reduction in Scope 2 global GHG emissions of 4,26,550 KGCO<sub>2e</sub> (Kilogram of Carbon di Oxide equivalent). Heating and cooling energy for Poland facility, fixed electricity at both the Bangalore facilities are now considered and compared for the immediate last two financial years. Scope 2 emissions covers electricity from grid, diesel generators, heating and cooling energy obtained from other sources.

The Scope 1 emissions from CSS Corp operated diesel generators and vehicles stand at 25,719 KGCO<sub>2e</sub>. CSS Corp operated vehicles are now considered and reported for two preceding financial years.

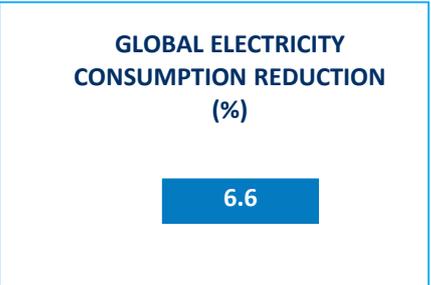


**Electricity:**

Electricity is accounted from usage as follows:

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

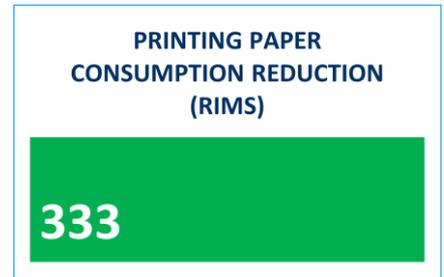
Global Electricity consumption stands at 91,66,884 Kilo Watt hour (KW hr) during the reporting period. Total reduction in electricity consumption is 6,44,553 KW hr during this period.



## Printing Paper:

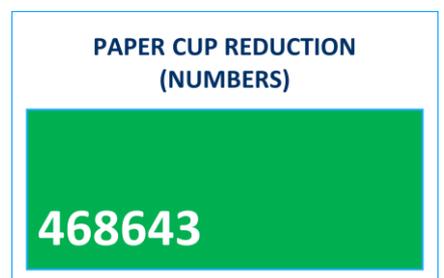
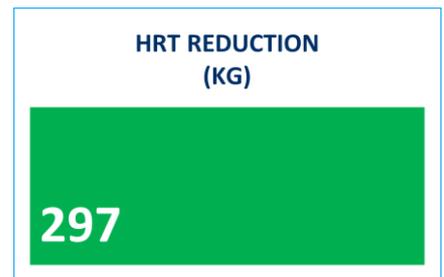
Reduced paper consumption through introduction of lower GSM paper, digitization of mobile bills and frequent optimization of global human resource management system, travel management system, employee transport system and transport navigation system. This also includes total rims obtained through recycling of waste paper and paper products.

The reduction was equivalent to 765 KG of paper; prevented axing of 13 fully grown trees.



## Recycling & Waste Generation Reduction:

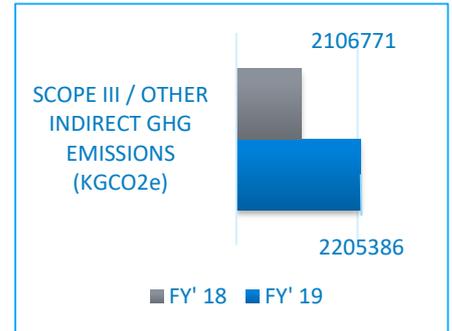
- (I) Reduction in consumption of hand rolled towels (HRT) commonly referred to as hand tissue paper used for drying of hands. This has prevented axing of 7 fully grown trees.
- (II) Recycling of waste paper and paper products has:
  - Prevented axing of 250 fully grown trees
  - Reduced consumption of 3,01,493 liters of water
  - Reduced electricity consumption of 5,120 KWhr
  - Reduced occupation of 12.52 cubic meter of landfill space
  - Reduced 10.2 metric ton of carbon dioxide that contributes to climatic changes.
- (III) Introduction of reusable melamine cups at water dispensers. Introducing “Bring Your Mug” concept has resulted in significant reduction in paper cup consumption.



### Business Travel:

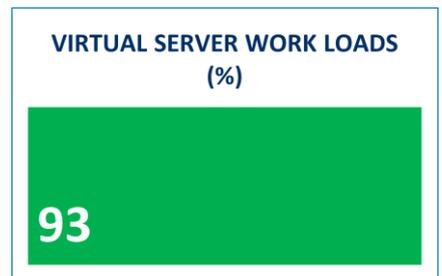
Carbon emissions arising from global business travel through flight, bus, train and hired cabs are monitored and accounted.

Cabs self-arranged by employees for business needs, vehicles provided by CSS Corp for employee daily commutation from home and office are not captured under scope III or other indirect GHG emissions.



### IT Operations:

We have been consciously making effort to optimize datacenter power usage by investing in various technologies. One of the important ways we handled this, was by adopting server virtualization. Instead of deploying several physical servers, we utilize server virtualization technology to meet compute demand.



By adopting this virtualization technology, several hundreds of servers are virtually run on few physical servers by sharing underlying compute resources. This ensure optimal utilization of physical resources, thus reducing physical server estate and power requirements. Virtualizing server as resulted in:

- 1. Reduce physical server footprint and hence minimal date center space is needed
- 2. Reduction in power supply requirements
- 3. Optimal utilization of physical server resources by multiple virtual servers
- 4. Reduced cooling system requirement



### Electronic-Waste:

E-Waste generated globally is rigorously monitored and handed over to authorized recyclers instead of handing them to the informal recyclers which then ends up in landfills. E-Waste includes CPU, laptops, monitors, scanners, etc. This leads to reduction in environment hazards & improvement of health of those employed in unorganized recycling at landfills. In total 12638 Kilo Gram (KG) of E-Waste was recycled through authorized recyclers.



### Electrical-Waste:

Wastes such as bulbs, capacitors, coils, etc., are disposed through authorized destructors instead of disposing in landfills. This leads to reduction in environment hazards and occupying space in landfills.



# HUMAN RIGHTS

## Work Culture Sustainability



## Assessment, policy and goals: -

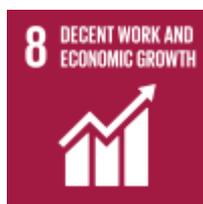
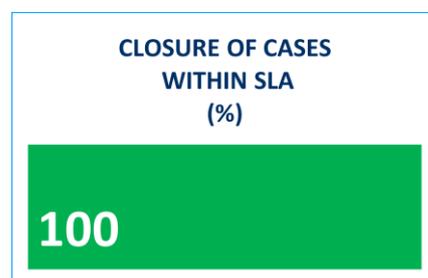
CSS Corp upholds Human Rights principles and applies them uniformly across the organization. At CSS Corp we believe in conducting organizational affairs in a fair and transparent manner by adopting the highest standards of ethics, honesty, integrity and professionalism while developing a culture of high integrity and transparency. The company is committed to creating a workplace free from sexual harassment, with zero tolerance toward 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

Disclosure Policy

Training & Development

Responsible Sourcing

Employee Safety



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

### **Disclosure Policy:**

To ensure the business is not adversely affected by workplace relationships and there is no potential conflict of interest, CSS in 2018 introduced its disclosure policy on conflict of interest, Nepotism at work place. These policies are established to avoid unreasonable conduct and a challenging work environment.

### **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.

### **Employee Safety:**

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

## **Implementation: -**

### **Disclosure Policy:**

Conflict of interest, Nepotism and work place disclosure policy has been communicated to employees towards refraining from any actions within or outside the organization which could result in an negative impact or conflict with employees and organization.

### **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:**

We have written down our policy for SCC.

## 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 real-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 CSS Employee Transport System (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: -

### Disclosure Policy:

All employees of CSS Corp were given a provision to declare and disclose family members working in the organization, any personal relationships at workplace, professional associations and voluntary activities outside the workplace through the Disclosure Forms. Awareness given to new joiners during induction training program



## 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 are over 300 hours’ worth of learning offered to the 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 a new geography. Academia as a talent engagement tool helps to stay connected with students. This greatly enhances student-employee conversion ratio.

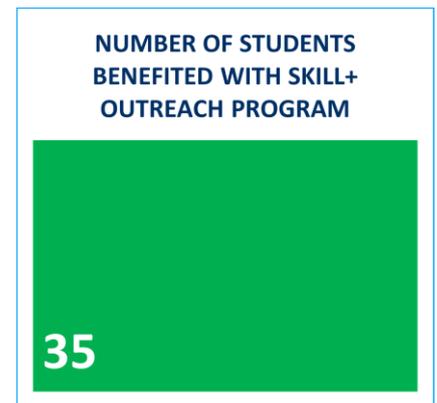
NUMBER OF STUDENTS  
BENEFITED WITH MULTI-  
LINGUAL E-LEARNING  
PROGRAM FOR 300 HOURS

15



## 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.



## 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 Moodle based Learning Management System (LMS) branded as Global Training Portal.
3. Collaborative Learning & knowledge sharing through Forums.
4. "Certificate of Completion" from MOOC providers.
5. Leveraging Best Minds - Leader Speaks, Client Speaks, Industry Expert speaks series in Virtual Contact Classes.

## 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.



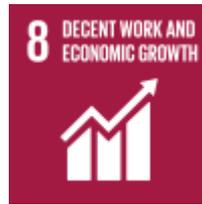
## Pipeline Creation

- 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 engaging teams.
- Superlative Customer Experience.
- Enhanced value for individuals, teams and clients.



## Responsible Sourcing:

The SCC policy shared with critical vendors globally.



## 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-based mobile application systems like CSS CORP Employee Transport System (CETS) App for employees and Transport Navigation System (TABNav) App for cab drivers. The following improvements have been made:



1. Application migrated to Encrypted port communication to ensure better safety.
2. Our Android Apps for both Employee and Driver are upgraded to SSL environment.
3. Feature added that both the Apps can be automatically updated to its latest versions.
4. Feature added to display assigned Driver photo in Employee Mobile App.

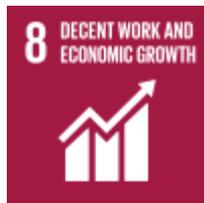
**Our Logistics back office, TMS & application software has established following safety processes:**

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

**FATALITY OF EMPLOYEES FROM TRAVEL ARRANGED BY CSS CORP CETS**

**NIL**

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: -

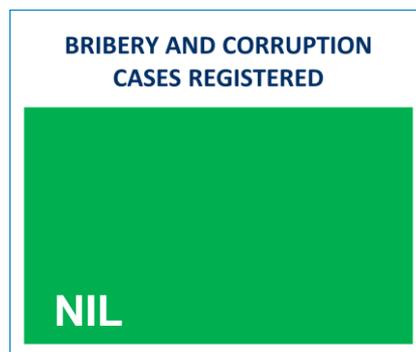
CSS Corp's Policy on Anti-Bribery and Anti-Corruption forbids the giving or taking of bribes in any form to secure business, and protects whistle blowers from retaliation. This Policy is regularly reviewed to ensure it reflects any regulatory changes and developments in acceptable standards. Employees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

### Outcome: -

Zero incidents have been reported.



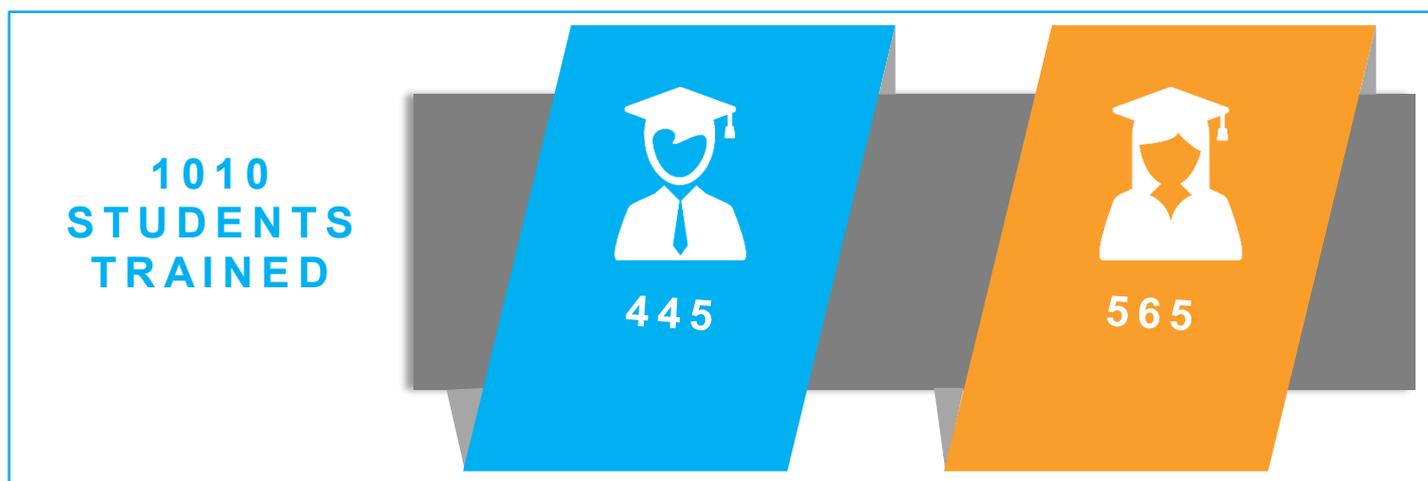
# CORPORATE SOCIAL RESPONSIBILITY



At CSS Corp we will refer to Corporate Social Responsibility (CSR) as using the power of business to create a better world, bring about positive social change by embedding CSR practices in our day-to-day business culture and operations. We believe in stakeholder engagement-based CSR, focusing on local community so our CSR efforts are relevant in the areas where we operate; it is against this background that CSS Corp has developed its CSR strategy to meet the organization and social obligations as well.

CSS Corp understands that employee volunteering is a simple and effective way for businesses to contribute to the community. It ensures that employees volunteer in all CSR activities organized by CSS Corp.

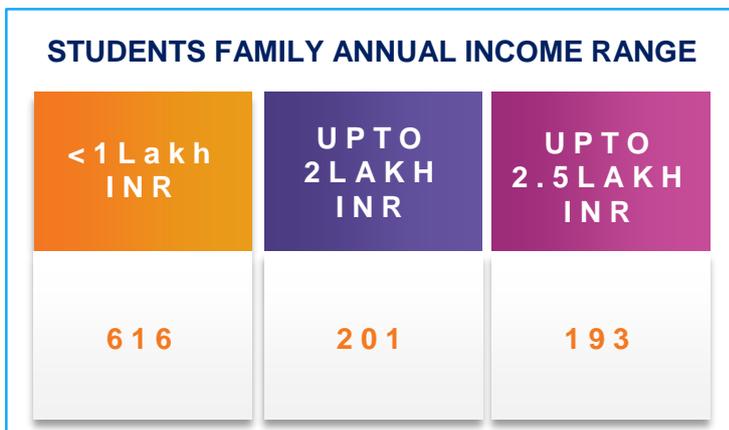
Skill Development (technology & soft skill) training for 1010 final year students from art, science and engineering colleges located in rural and urban areas of Tamil Nadu. The selection of the students was based on defined pre-requisite skills and their socio-economic background with preference being given to girl students.



Technology skills included operating systems (Windows & Macintosh), browsing applications, networking basics, advanced networking concepts, wireless technology and troubleshooting techniques, while soft skills training will include communication skills, business communication, English grammar and vocabulary.

During the Financial Year, CSS Corp joined hands with ICT academy to execute this CSR activity. The ICT Academy is an initiative of the Government of India in collaboration with the State Government and Industries. The ICT Academy is a not-for-profit society that endeavours to train the higher education teachers and students and in turn develop the next

generation teachers and industry ready students. The organization had been formed with representations from the State Government of Tamil Nadu, India, leading companies in the Information, Communication & Technology (ICT) and the National Association of Software Services Companies (NASSCOM) in India.



"At the outset, we thought this would be like our usual class hours; however, as we progressed during the course, the lectures and trainings were very interesting. We learnt the basics of networking and went beyond. Now, we have a good idea about this aspect of computer science. We expect a similar kind of program for programming as well. We thank ICT Academy & CSS Corp for this initiative."

**- Jagadish,**  
Hindustan Institute of Technology,  
Coimbatore, Tamil Nadu, India



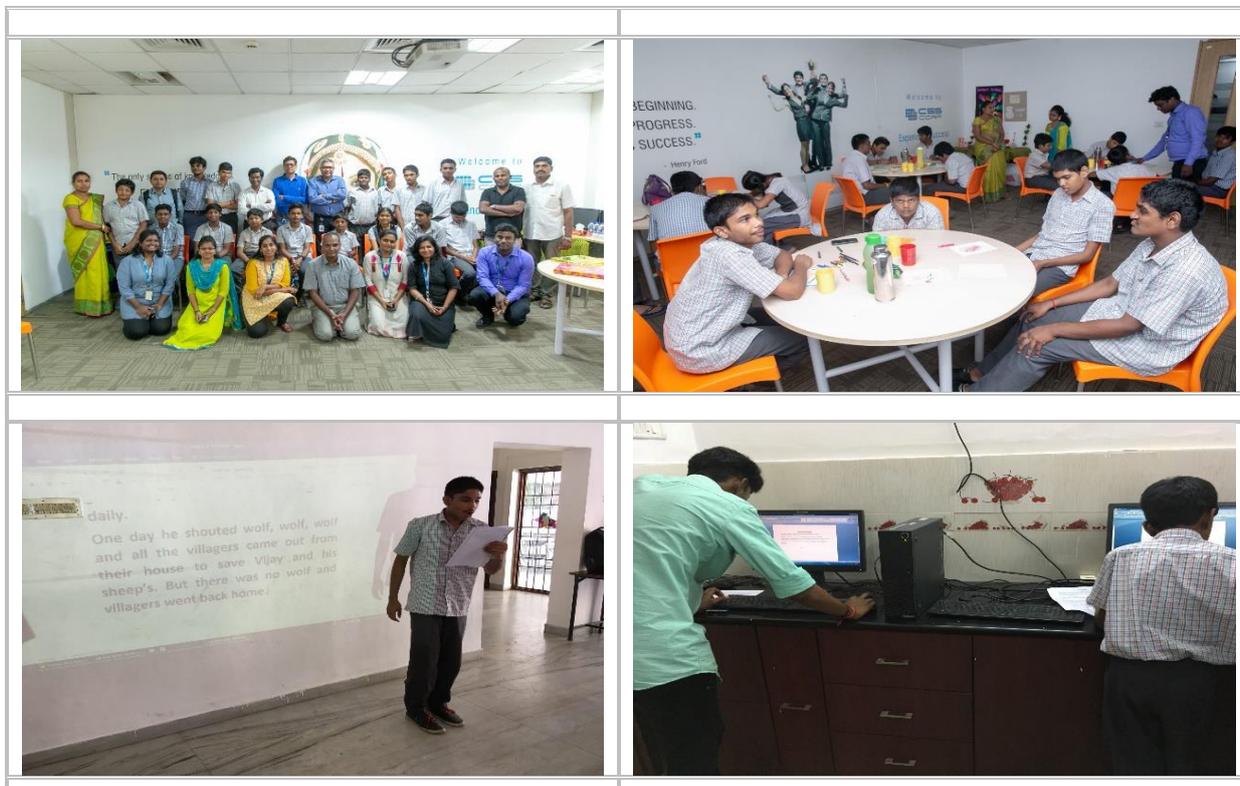
"I strongly believe that my English language fluency improved leaps & bounds. In spite of being a student of Information Technology, I lacked the grounding in the rudiments of Computer Networking. The technical sessions helped me bridge the gap. Thank you trainers for giving me a simple, straight-forward, and hands-on experience."

**- R. Nivetha,**  
St. Joseph College of Engineering,  
Chennai, Tamil Nadu, India

Employees from CSS Corp were involved in mentoring, monitoring of training, carrying out group discussions, conducting mock interviews and preparation of resume.



Computer literacy program was provided to special students at Jayam special school located at Padi, Chennai, Tamil Nadu, India. CSS Corp employees were involved in training the students on word processing and usage of computer. This training program has ensured that the school management implemented computer literacy program as part of the school's curriculum. Jayam special school provides education to children with Autism, Attention Deficit Hyper Activity Disorder (ADHD) & Learning Difficulties.



We have donated 55 refurbished computers across needy schools and institutions. This has ensured extending the life time of these computer systems.

Institution	Location	Number of Computers Donated
Nalmanam (Home for Boys)	Villivakam, Chennai, Tamil Nadu, India	5
Chennai Middle School	Choolai, Chennai, Tamil Nadu, India	5
R.B.A.N.C Hr. Sec. School	Pudupet, Chennai, Tamil Nadu, India	8
Good Shepherd Primary & High School	Ramamurthy Nagar, Bangalore, Karnataka, India	10
Anna Nagar A - Block Ladies Association	Anna Nagar, Chennai, Tamil Nadu, India	7
Ex-Servicemen Welfare Association	Rajamuthiah Salai, Chennai, Tamil Nadu, India	10
St. Helens Girls Hr Sec School	St. Thomas Mount, Chennai, Tamil Nadu, India	10



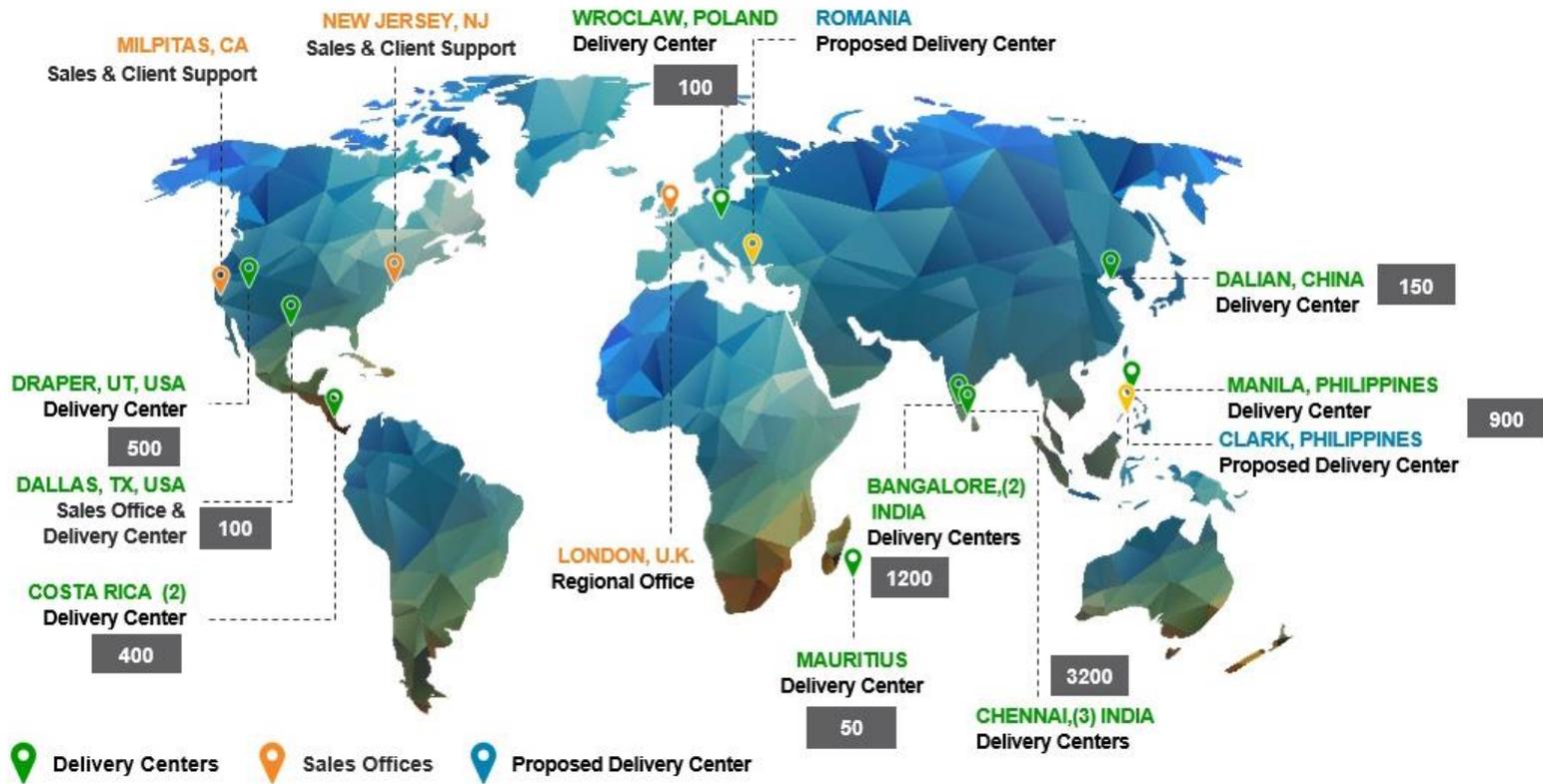
# INDUSTRY ACCOLADES



## INDUSTRY ACCOLADES

Awards Received From Apr 2018 – Mar 2019			
1.	The Golden Globe Tigers Award for excellent branding in business innovation.	April 2018	
2.	The CMO Asia Award in the IT & ITES category.	July 2018	
3.	The Silver Stevie Award for big data solutions.	August 2018	
4.	The Gold Stevie Award for big data solutions.	August 2018	
5.	The Digital Industry Award for digital transformation capabilities.	October 2018	
6.	The Golden Bridge Award for innovation in technology.	October 2018	
7.	The ET NOW Award: Dreams companies to work for.	February 2019	
8.	The Silver Stevie Award for best use of customer insights.	February 2019	
9.	The BTVI Business Leader of the Year Award for digitizing customers' operations.	March 2019	
10.	The 'India Sustainability Summit & Awards' for 'Carbon Emission Reductions'	March 2019	

# OUR GLOBAL PRESENCE



**6400+**  
Employees



**120+**  
Clients



**18**  
Global  
Centers



**25**  
Languages



Mail us at [Sustainability.CSS@csscorp.com](mailto:Sustainability.CSS@csscorp.com) (or) [Shelton.Victor@csscorp.com](mailto:Shelton.Victor@csscorp.com)

[www.csscorp.com](http://www.csscorp.com)

