



5 April 2021

António Guterres  
Secretary-General  
United Nations  
New York, NY 10017  
USA

Dear Mr. Secretary-General,

I am pleased to confirm that Sutherland supports the ten principles of the Global Compact on human rights, labor, environment, and anti-corruption. With this communication, we are reaffirming our commitment to these principles and sharing an update with you on how we are implementing them into our business practices. Sutherland is 100% committed to making the Global Compact and its principles part of our culture and day-to-day operations of our company.

We recognize that a key requirement for participation in the Global Compact is the annual submission of a Communication on Progress (COP) that describes our company's efforts to implement the ten principles. We support public accountability and transparency, and therefore commit to report on progress annually according to the Global Compact COP policy.



Sutherland has four key social impact initiatives that are implemented into our everyday business practices worldwide. I will now briefly update you on the progress of each and in doing so demonstrate our sincere drive to implement and comply with the ten principles of the Global Compact.

### **1. Education Intervention**

Sutherland's education intervention initiative is structured to expose as many individuals as possible to opportunities to learn from a diverse set of teachings to help them grow their own way and be the best that they can be. In 2020, the pandemic posed a challenge to how we engaged in education intervention, but we are looking forward to getting back on track and full steam ahead in the coming months.

- **UN Declaration of Human Rights 30 Articles Curriculum:** As a member of the UN Global Compact, we have proudly upheld the UN Declaration of Human Rights and have developed various avenues to virtually educate our employees and the general public to its 30 articles.
- **Technical Skills Trainings:** In recent years, Sutherland partnered with Microsoft to offer free digital training to disadvantaged and underserved individuals in communities throughout India, Jamaica, and the Philippines. Covid-19 caused us to put many of our activities on hold however our plan is to pick up where we left off as soon as possible so that we can continue our mission to advance youth through education and technology.
- **Extreme Mentoring:** We continue to work with organizations like the Champion Academy in the United States to provide support, consistency, and accountability to youth living in economically depressed areas through pairing them with mentor volunteers from Sutherland.

### **2. EcoVadis Certification**

In the past, Sutherland has been certified by Verigo, which was developed in harmony with other world renown standards such as the UN Global Compact, by industry standards experts, experienced procurement specialists, and corporate responsibility practitioners. In 2021, we have proceeded to apply for EcoVadis Certification, which functions in the same vein.

The EcoVadis rating covers a broad range of non-financial management systems including environmental, labor & human rights, ethics and sustainable procurement impacts. As part of this assessment, we participate in extensive reporting in all areas and provide documentary evidence to support each response. The EcoVadis methodology for assessing a company's sustainability management systems is based on international standards such as the Global Reporting Index (GRI), ISO 26000 and the guiding principles of the Global Compact.

### **3. Carbon Disclosure Project (CDP)**

CDP is an international, not-for-profit organization providing the only global system for companies and cities to measure, disclose, manage and share vital environmental information. CDP works with market forces to motivate companies

to disclose their impacts on the environment and natural resources and act to reduce them.

Sutherland has been reporting to the CDP since 2013. The result of each CDP report is a quantitative and qualitative disclosure on Sutherland's global footprint from an emissions and environmental standpoint. With a baseline to review we are then able to focus on areas where emissions reductions are possible. Sutherland continues to produce a CDP report at the end of each fiscal year, with the next iteration due in July of 2021.

#### 4. Impact Hiring

As a founding member of the Global Impact Sourcing Coalition (GISC), Sutherland has played an active role in developing the Impact Sourcing Standard, adopted by the organization in 2018. We are committed to advocating for and incorporating inclusive hiring into our daily business practices and have scaled our impact hiring initiative to operations in India, the Philippines, Colombia, Bulgaria, Jamaica and the rest of the world.

- **Young People** (17-25 years who were previously unemployed for 6 months or more, not including full-time students entering the workforce)
- **Single parents** (with at least one child under the age of 17 years living at home for whom this employment is the only source of household income)
- **Persons with physical or developmental challenges** (for example visual or hearing impairment, mobility issues, individuals on the autism spectrum, or other challenges)

Thank you for your time, Mr. Secretary-General, and once again I would like to stress Sutherland's commitment to the Global Compact and the UN objectives at large. While we have been engaged in communities where we work and live for years, we are very excited as a corporation to be a part of the solution on a global scale, especially now when the world is trying to get back on its feet.

Sincerely yours,



Dilip R. Vellodi  
Chairman and CEO