



Global Impact Report

Annual Progress Period

April 2020 to March 2021

CSS Corp creates customer and employee delight by adopting sustainable work practices that delivers value across engagements.



CEO Message



Sunil Mittal

Chief Executive Officer
CSS Corp Pvt. Ltd

As I look back at the year 2021, it has been a year like no other, with unprecedented challenges continuing. CSS Corp instead transformed these challenges into opportunities to re-build responsibly by transitioning into a low footprint organization. Since 2014, we have been committed to the ten principles of the United Nations Global Compact (UNGC) by supporting its efforts to ensure our business practices are built on equality, sustainability, and human rights.

The pandemic continued to test our systems, but we remained focused on our employees and customers. We increased our employee strength as well as our employee safety protocols while reducing our carbon emissions. In terms of emissions, our teams continued to track and reduce greenhouse gas emissions, drive responsible and limited use of resources such as paper and plastic. We also increased our efforts in corporate social responsibility programs.

As I look at new environmental, social, and governance opportunities that we will be facing in the coming years, CSS Corp's commitment to the UNGC will help drive our services and innovation forward.

Despite the odds, I am grateful to our employees and partners, who have continued their dedication to the organization and helped catalyze change in their operations.

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About CSS Corp

CSS Corp is a global customer experience and technology consulting services provider, disrupting the industry with a unique intersection of industry-leading proprietary solutions, resilient operations, and innovative business engagement models. It has emerged as a compelling alternative to the traditional IT and support service providers with its premium service offerings and differentiated value propositions that solve clients' critical business problems proactively. The company is a digital transformation partner of choice for its clients, which include the world's top innovators across industries, from mid-market players to large enterprises. Its diverse team of over 11,000 customer-centric thinkers, collaborators, and co-creators across 18 global locations, is passionate about helping clients succeed through intelligent automation-led outcomes. The company has overcome macroeconomic headwinds to become the industry's fastest-growing and most awarded company in its revenue range.

Our Services

CSS Corp offers a suite of technology-driven, customer-centric services that enable clients to reimagine their customers' experience ranging from technical support to infrastructure management. Our services help clients generate operational efficiencies, build new revenue streams, identify new growth opportunities.

We specialize in transforming and managing the entire value chain for companies in Technology, Media and Telecom, Retail and CPG, Automotive, Gaming, BFSI, Healthcare, and Education industries.

Customer Experience Management Services



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

Enterprise Support Services



Technical Support, Customer Support, Customer Success, Professional Services, Inside sales services & more.

INCS (Infrastructure, Network, Cloud, and Security Services)



Managed Infra, Network Services, Cloud Services, End-user Computing Services, Managed Security Services.

Digital Engineering Services



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

Geospatial Technology Services



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

SMART Mobility Services



Customer & Dealer Experience, Digital Engineering Autonomous Driving Enablement, E-lead Management Support for Reacquired or Recalled Vehicles, Field Services.



Introduction

Sustainability and Corporate Social Responsibility (CSR) are key indicators that showcase an organization's commitment to its business and the larger circle of its customers and stakeholders. It is a crucial indicator of CSS Corp's commitment to producing value through our business and taking care of our environment by being socially responsible. As part of CSS Corp's CSR mandate, we have undertaken several projects across education & skills training with employment opportunities, environment, health services, tree plantations across various locations.

This report is prepared based on the following guidelines.

1. Principles of the United Nations Global Compact

The environment, social, and governance (ESG) practices are categorized according to United Nations Global Compact (UNGC) principles of Environment, Human Rights, Labor, and Anti-Corruption.

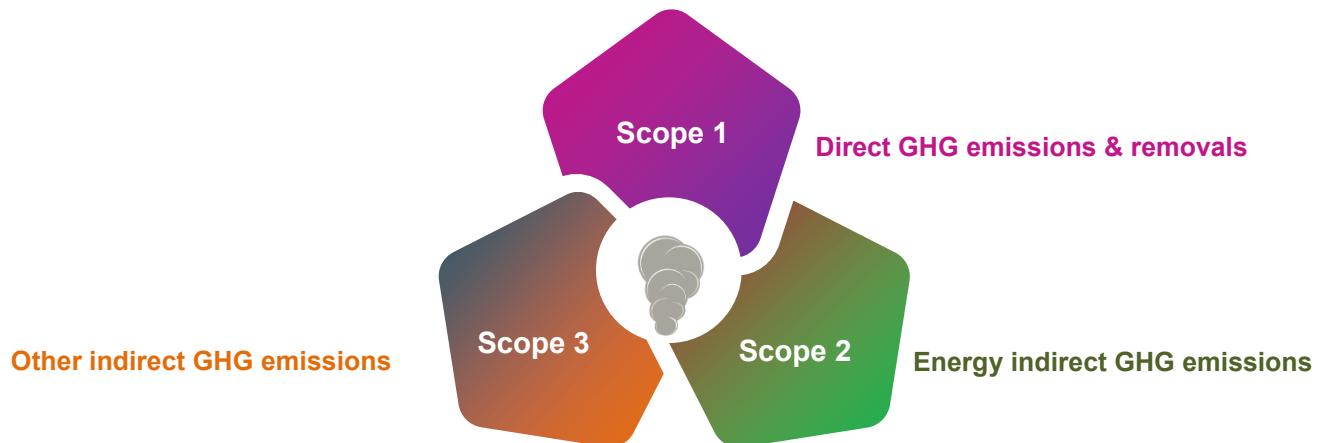
2. Applicable SDG's

The 2030 agenda for global Sustainable Development describes 17 Sustainable Development Goals (SDGs), of which 9 SDGs apply to CSS Corp business practices.



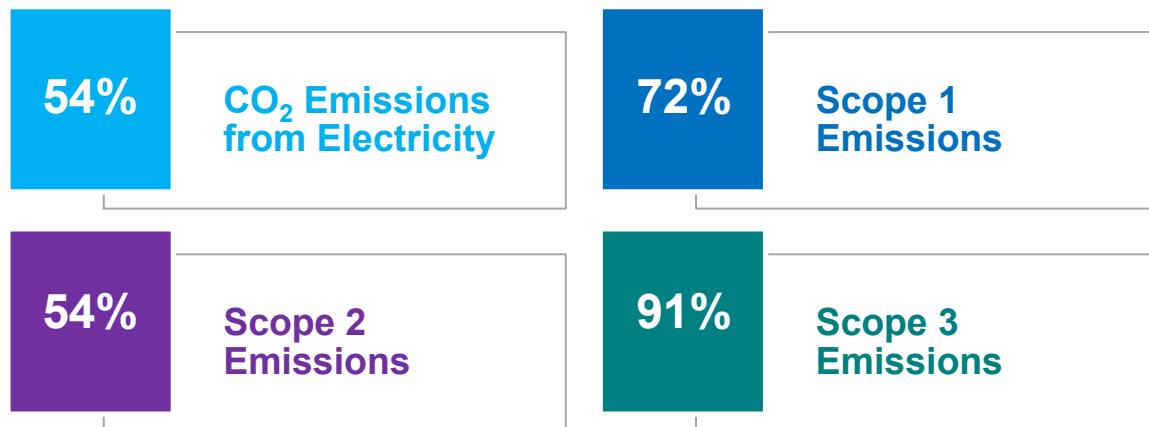
3. Applicable Protocol & ISO Standard

The greenhouse gas (GHG) protocol and ISO 14064-1 standard are used to understand, quantify, and manage greenhouse gas emissions. The carbon dioxide (CO₂) emissions are categorized under:





Emission Reductions



Major Reductions

76%

Paper

95%

Plastic water bottle

96%

Paper cup

80%

Hand-rolled tissue paper

91%

Business travel

Environment Benefits

72

Trees saved from axing

5362

Tons of CO₂ emission reductions

Core Focus Areas



Environment

Organizations cannot focus only on their business needs; they also need to care of their environment, practice and adopt mutually beneficial standards. Ultimately, their actions trickle down to the employees who are the driving force of any organization. It is vital that organizations take care of the environment they are in, the environment their employees are in - so that it all adds to a healthy ecosystem that becomes sustainable.





Labor

Driving deep standards in organizational strategies towards zero child labor, ensuring equal opportunity, safe working conditions, employee training and awareness.

Responsible Sourcing



Training & Development



Employee Safety



Human Rights

Creating a diverse and inclusive workplace, provision for multi stake holder dialogue and respecting the rights of everyone.



Anti – Bribery & Corruption

Policies on Anti-Bribery and Anti-Corruption forbids the giving or taking of bribes in any form and protects whistle blowers from retaliation.



Corporate Social Responsibility

Use the power of our business to create a better world and bring about a positive social change. Our CSR strategy is established to meet the organization and social obligations.





Environment

Energy Efficiency & Environment Management

Assessment, Policy, and Goals: -

The consistent emphasis on reducing energy levels, including monitoring energy consumption trends, identification of reduction opportunities, and technology upgradation, 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 energy-efficient lighting, employees working from home, floor space usage optimization, and planned usage of heating, ventilation, and air conditioning (HVAC) systems across facilities have resulted in significant power reduction even during employees headcount increased.



Printing Paper Reduction – Using automated processes like paperless performance appraisals, digital signatures, E-resignations, and pay slips. Usage of lower GSM papers and mobile bill digitization has also resulted in a continued reduction of paper consumption.



Recycling & Waste Generation – Reduction in consumption of paper cups has resulted in reducing waste generation. Recycling of used papers and paper products are also adopted.



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



E-Waste – Responsible disposal of electrical and electronic wastes through authorized recyclers.

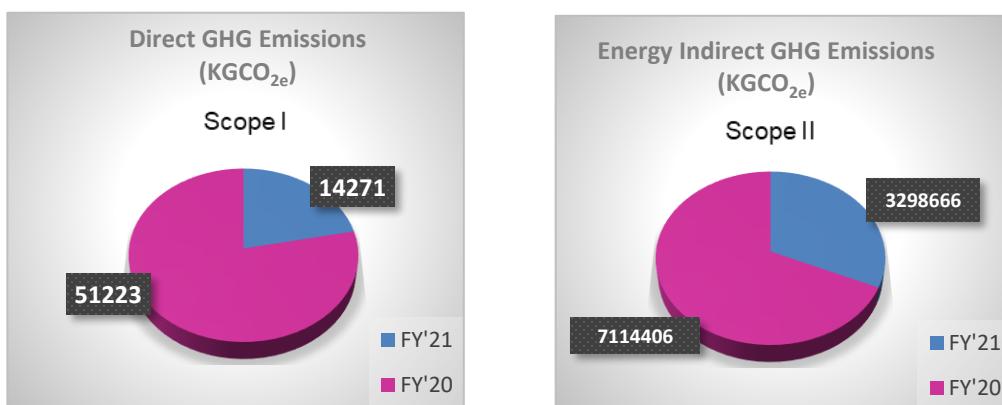


Outcome: -**Greenhouse Gas (GHG) Emissions**

There has been an overall reduction in Scope 2 global GHG emissions of 38,15,740 KGCO_{2e} (Kilogram of Carbon di Oxide equivalent). Scope 2 emissions cover electricity from the grid, diesel generators, heating and cooling energy obtained from other sources.

A decrease in Scope 1 emission from CSS Corp-operated diesel generators and vehicles resulted in savings of 36,952 KGCO_{2e}.

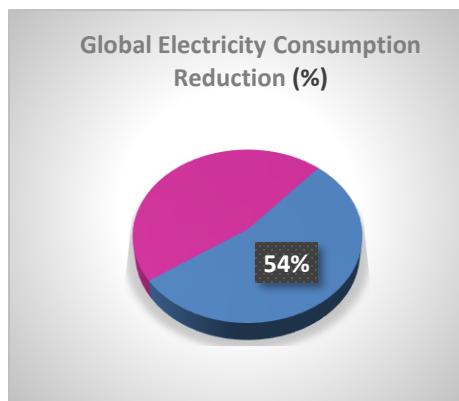
(Note: FY'20 data have been revised due to incorporation of an additional facility).

**Electricity**

Electricity is accounted from usage as follows:

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

Global electricity consumption stands at 42,27,836 Kilo Watt-hour (KWhr) during the reporting period. The total reduction in electricity consumption is 50,08,880 KWhr during this period.



Printing Paper:

Reduced paper consumption equivalent to 3427 KG of paper; prevented axing of 58 fully grown trees.

Printing Paper Consumption Reduction
(Rims)

1516



12



Responsible
Consumption
And Production

Recycling & Waste Generation Reduction:

I. Recycling of wastepaper and paper products has:

- Prevented axing of 14 fully grown trees.
- Reduced consumption of 17,038 liters of water.
- Reduced electricity consumption of 289 KWhr.
- Reduced occupation of 0.71 cubic meters of landfill space.
- Reduced 580 KG of carbon dioxide that contributes to climatic changes.

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Responsible
Consumption
And Production

15



Life on Land

Recycling of Wastepaper & Products
(KG)

643



- II. We have been able to reduce more than 96% of dependency on paper cups usage.

Paper Cup Reduction
(Numbers)

4027



Business Travel

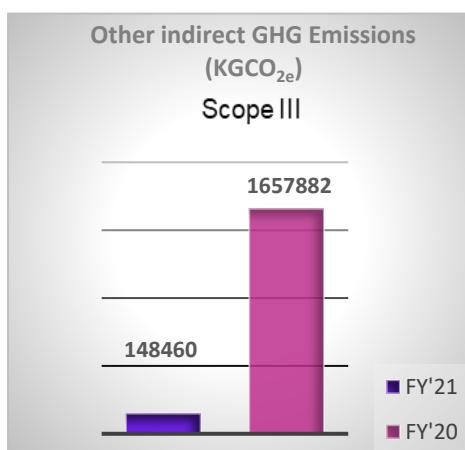
Carbon emissions arising from global business travel through flight, bus, train, and hired cabs are monitored and accounted. There has been a reduction of around 91% in GHG emissions due to more public transport usage, virtual meetings, and employees working from home. CSS Corp has significantly invested in work from home model for safety of all employees without any disruption to business continuity. This has resulted in reduced overall transportation requirements for business needs.

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.

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Climate Action



Electronic-waste:

E-waste generated globally is rigorously monitored and handed over to authorized recyclers instead of handing them to the informal recyclers, ending up in landfills. E-waste includes CPUs, laptops, monitors, scanners, etc. This leads to reduced environmental hazards & an improvement in the health of those employed in unorganized recycling at landfills. In total, 442 Kilo Gram (KG) of E-waste was recycled through authorized recyclers.

**Electrical-Waste**

Electrical wastes such as bulbs, capacitors, coils, etc., are disposed of using authorized destructors instead of occupying landfills. This leads to a reduction in environmental hazards and occupying space in landfills.



Electrical Waste Generated Disposed
Responsibly (**KG**)

603



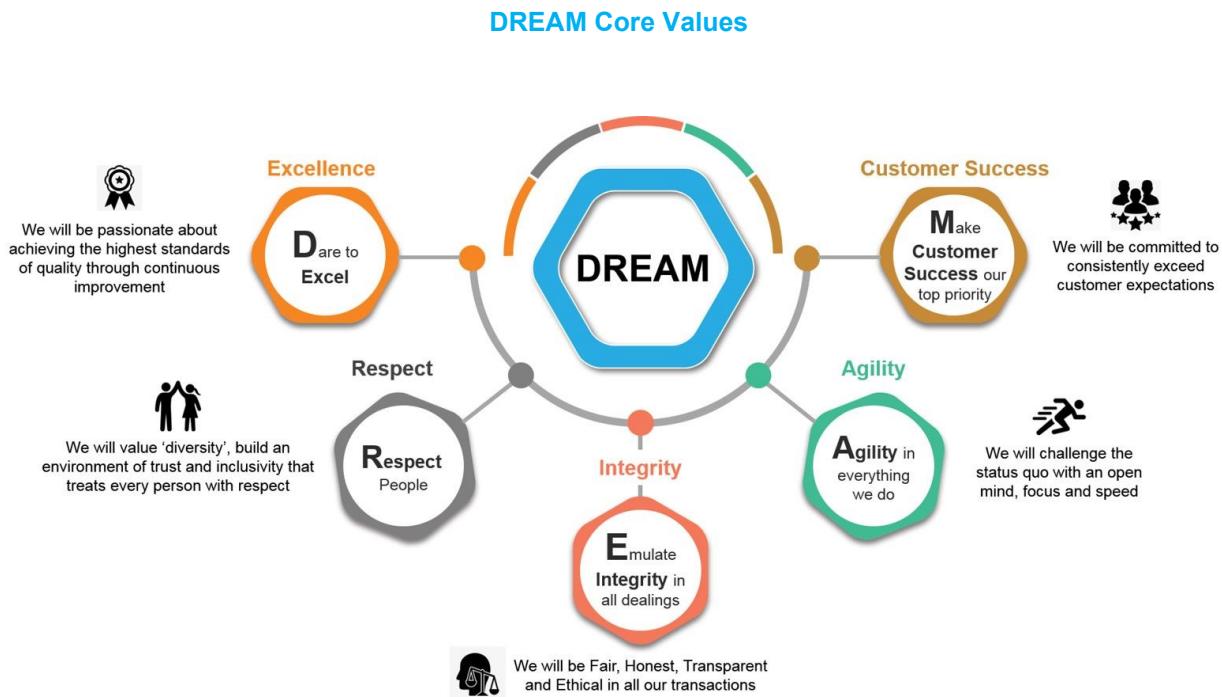


Human Rights Work Culture Sustainability

Assessment, policy, and goals: -

CSS Corp's core values represented by '**DREAM**' are our identity's essence - our principles and beliefs. Our 'DREAM' values convey where we want to go and how we can get there. It supports the vision of our company and helps us shape its culture. By becoming aware of our core values, we can use them as a guide to make the best decisions in any situation.

CSS Corp upholds Human Rights principles and applies them uniformly across the organization. At CSS Corp, we believe in conducting organizational affairs fairly and transparently by adopting the highest standards of ethics, honesty, integrity, and professionalism while developing a high integrity and transparency culture. 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 robust employee grievance redressal mechanism enables employees to voice concerns and have them addressed. Our whistleblower policy, already in place, provides an effective tool to disclose alleged wrongdoings within the organization responsibly and effectively, without any fear of victimization or adverse action.

Anti-sexual harassment policy and program (ASHP) ensures external experts train employees in sexual harassment at the workplace. A well-articulated anti-sexual training program strengthens and drives communication and awareness globally for all permanent and contractual staff.

- Training is conducted in English and regional languages to ensure 100% coverage.

Outcome: -

- We have zero tolerance for sexual harassment. Attending the Anti-Sexual Harassment Program is mandatory for all new employees. Also, the Anti-Sexual harassment training program is conducted for contractual, part time, consultants and outsourced staffs. In addition, the program is conducted in vernacular languages to ensure 100% understanding and effectiveness. We sensitize all employees through e-mail communications annually and new joiners through induction training or the induction manual. Quarterly reporting of all cases on sexual harassment of employees is reported to the CEO.

08
Decent Work
And Economic
Growth

Closure of Cases within SLA (%)

100



Labor
Training & Development
Responsible Sourcing
Pandemic Readiness

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:

We are 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 labor, prohibition on child labor, equal employment opportunity & nondiscrimination or non-harassment, wages & benefits, environment health & safety, business relationships, and compliance with anti-bribery laws.

Employee Safety:

We are providing workplace readiness concerning a safe work environment for all personnel entering the facility.

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:

We have written down our policy for SCC.

Employee Safety:

Standard operating procedures (SOP) are written down for facilities operation during COVID 19 pandemic.

Outcome: -

Training & Development:

Skill + Outreach

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

C2C Program

Campus to Careers (C2C) is an Industry-Academia partnership initiative from CSS Corp. The program aims to increase the employability of students passing out of colleges and universities.

08
Decent Work
And Economic
Growth

Number of Students Benefited with Skill + Outreach Program

170



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

- 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.



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. Ensure 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.
- Total trained -143



Pipeline Creation

- It is a framework that provides vertical growth for high potential in the technical domain through a structured and holistic development framework.
- Total Trained – 40



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.
- To deliver enhanced value for individuals, teams, and clients.
- 300+ First-time managers were benefitted out of the program



CSS Certified OPS Manager (CCOM)

- Boot camp for Project Managers
- To augment the Managerial & Operational Leadership capabilities of leads/managers and equip them with the tools/templates/techniques to balance Business, Metrics, People, Customers & the Clients
- This workshop is highly customized based on the best practices from COPC, TSIA frameworks and includes psychometric testing using Disc.
- Total Trained - 51



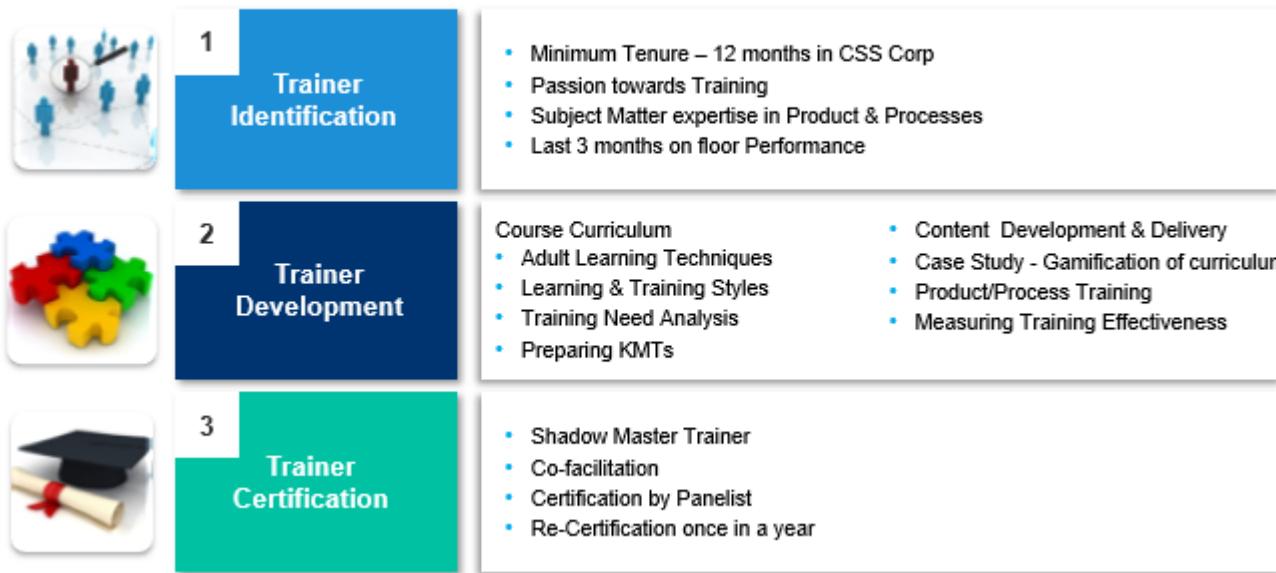
Monthly Calendar Programs

- Monthly calendar programs facilitate continuous learning in the employee lifecycle, and they are offered as a Self-paced, Instructor-led classroom delivered either online or in a blended format.
- Programs offered – 70 & Total Trained - 1990

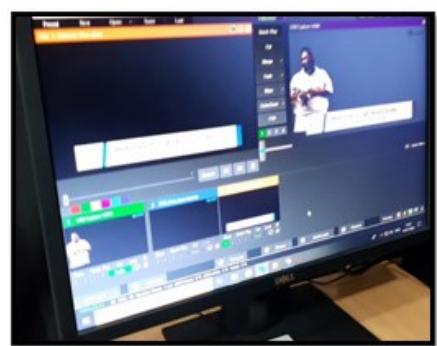
Programs for Enhancing Training Skills

- Equip the SMEs (Subject Matter Experts) with the Knowledge & Skills required for delivering Product/Process training
- Total Trained - 57

Trainer Development & Certification - 3 STEP PROCESS



Content Development Framework as a Service Using Lightboard Solutions



- “The Lightboard” (a.k.a. learning glass) enables trainers /SMEs to create video content that is closer to the ‘real’ classroom experience, augmented with Live Graphics Overlay. When combined with a suitable Online Learning Environment, lightboard tutorials are the perfect supplement to the classroom.
- Using Lightboard, we have made more than **50+videos** within soft skills & technology.

| | | |
|---------------------|--------------|-----------------------|
| ✓ Networking Basics | ✓ UDP | ✓ Routing |
| ✓ ARP | ✓ Traceroute | ✓ OSPF |
| ✓ IP Header | ✓ DHCP | ✓ Router vs Firewall |
| ✓ IP Addressing | ✓ DNS | ✓ Session Table Entry |
| ✓ Subnetting | ✓ FTP | ✓ NAT |
| ✓ ICMP | ✓ Switching | ✓ IPSec |
| ✓ PING | ✓ VLAN | ✓ SSL |
| ✓ TCP | ✓ STP | ✓ AAA |

Advantages of Light Board Solutions

- Ideal for delivering concepts & high-end technology training
- Personalised Learning Experience
- Gives a feel of instructor-led training
- Enhance the effectiveness of instructional video
- Graphics and PowerPoint overlay possible with the live lecture
- Rapid turnaround time
- Reduces trainer dependency
- Facilitates Self-phased learning
- Reusability and repeatability of content

Responsible Sourcing:

The Supplier Code of Conduct (SCC) policy is shared with critical vendors globally during vendor registration.

08

Decent Work
And Economic
Growth



12

Responsible
Consumption
And Production



08



**Decent Work
And Economic
Growth**

Employee Safety:

Standard Operating Procedures (SOP) are created across facilities for a safe employee work environment during COVID 19 pandemic. Dedicated Covid Response Team (CRT) in place to act on incidents related to COVID 19 pandemic. Vaccination is encouraged and supported by CSS Corp. SOP implemented in key areas towards:

- People focus
- Soft area focus
- Hard area focus



Facility Fumigation



Robotic Cleaning of HVAC



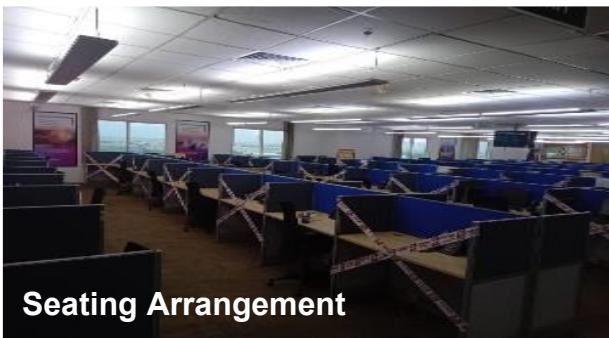
Reception Readiness



Face Mask



Vendor Temperature Check



Seating Arrangement



Gloves



Face Shield



Washroom Readiness



Awareness Posters



Floor Markings



Employee Vaccination Drives





Anti-Corruption

Anti-Bribery & Anti-Corruption

Assessment, policy, and goals:-

We have a global policy for Anti-Bribery and Anti-Corruption. 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 whistleblowers 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 that are at odds with the policy.

16



Peace Justice
And Strong
Institutions

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.

Bribery and corruption cases
Registered

NIL





Responsibility

g)

g) Corporate

g) Social

Corporate Social Responsibility

Corporate Social Responsibility:

Corporate Social Responsibility(CSR) is a charter of an organization's business perspectives, enabling them to use its power, brand, and presence to transform the larger environment. It is seen as a novel way to build and equip the larger community through various social projects that help them grow mutually.

08



Decent Work
And Economic
Growth

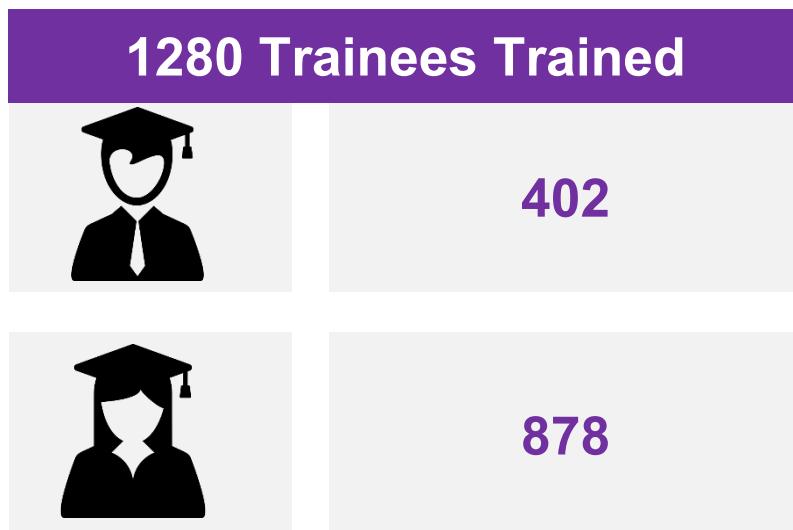
CSR Activity - 1

CSS Corp will be extending training in technology and soft skills to the lesser privileged students through a program jointly driven by CSS Corp and ICT Academy. The training program is planned for 1200 final year graduating students from colleges (engineering, arts & science) located in the rural and urban areas of Tamil Nadu and Karnataka. The selection of the students will be based on defined pre-requisite skills and their socio-economic background.

Technology skills will include operating systems (Windows & Macintosh), browsing applications, networking basics, advanced networking concepts, wireless technology, Angular, JavaScript Development Suite, Certified RPA Associate, Selenium 3.0, SQL DataBase Training, and troubleshooting techniques. In contrast, soft skills training will include communication skills, business communication, English grammar, and vocabulary.

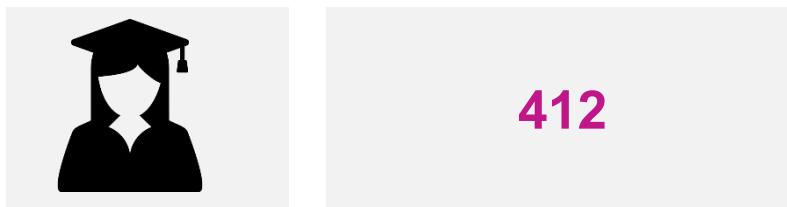
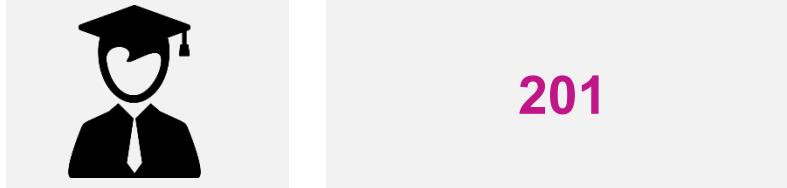
Due to the pandemic, most of the training was conducted virtually. Employees volunteered across various career guidance-related activities, mentored students, and even helped them create a mobile application in an Android-based environment. Employment opportunities of these trained students is now underway with various organizations.

Overall Gender Statistics

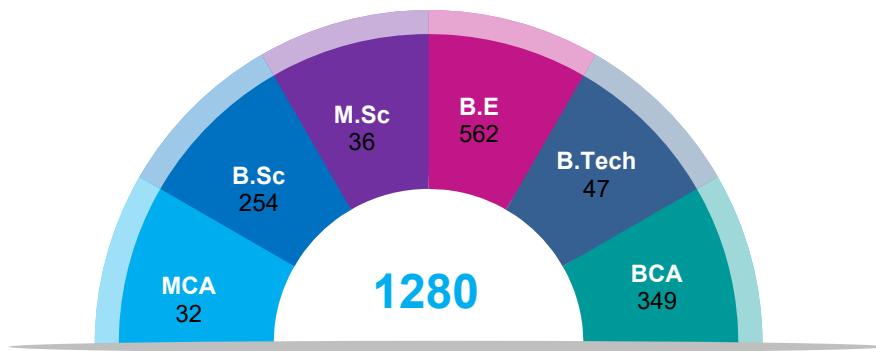


Trending Technology and Soft Skills Gender Statistics

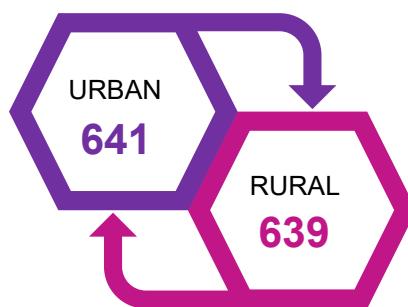
613 Trainees Trained

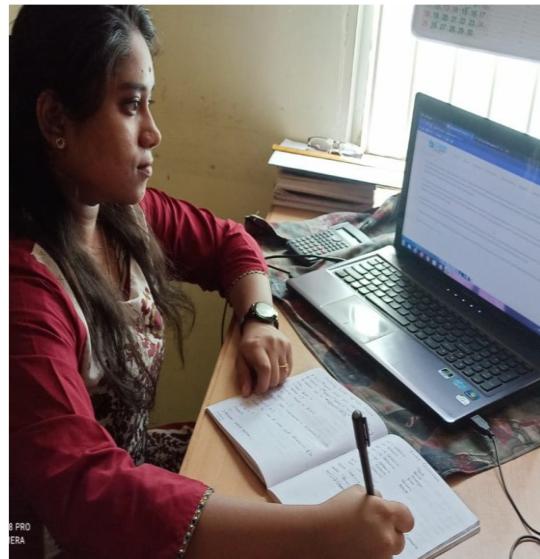
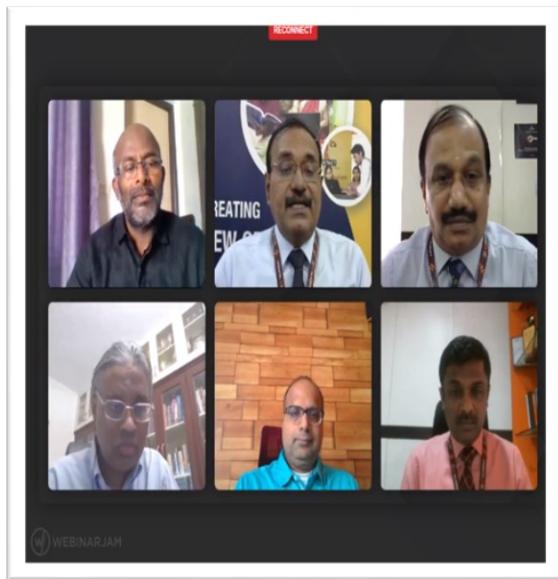


Qualification Statistics



Statistics of Urban and Rural Students Trained





Day-2 - CSS Corp Employee Interaction session

Recording has started. This meeting is being recorded. By joining, you are giving consent for this meeting to be recorded. Privacy policy

Participants

- Presenters (7)
 - Selvamalai
 - Jeev (Guest)
 - Kothais
 - Mohamed Thank
 - Ady Shereef
 - Yash K
 - Amruthi (Guest)
- Attendees (62)
 - ICT01KL0200
 - ICTCSSA05M_Saranya
 - SKD ICTSSA07TS_Rajeshwari
 - A.Ananthasumur
 - Sidhi Shrawan
 - SS

Types of Networks

- Metropolitan-area network (MAN) The communication infrastructures that have been developed in and around large cities

Recording has started. This meeting is being recorded. By joining, you are giving consent for this meeting to be recorded. Privacy policy

1. Initiating a Group Discussion

- Introduce Yourself And Address The Group
- Politely Talk To Others Regarding The Peer Choice
- Always Have A Proper Eye Contact With Monitor



CSR Activity- 2

In its fight against COVID 19, CSS Corp has supported the Voluntary Health Services (VHS) Hospital at Chennai towards donating MISPA – i2 medical equipment, which helps detect D-dimer levels and 750 numbers (500ml each) of hand sanitizers. The D-dimer machine has reduced the sampling TAT from 6 hours to 5 minutes, saving time, cost, and human lives.



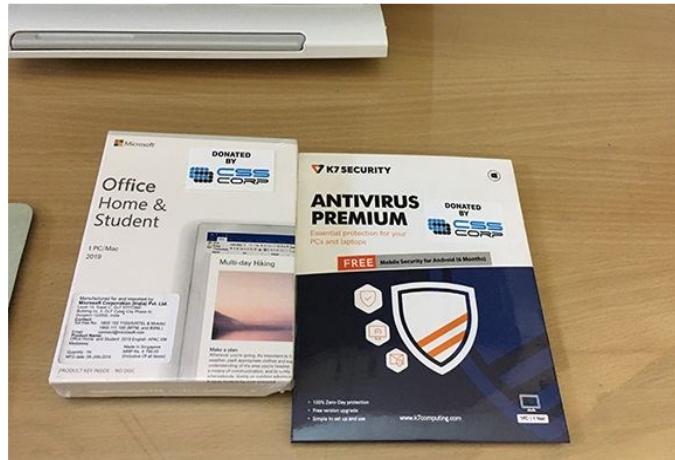
CSR Activity- 3

CSS Corp has planted more than 4000 tree saplings at National Security Guard (NSG) and Central Reserve Police Force (CRPF) campuses in Chennai. The intense plantation concept was adopted as it will transform the saplings over a period into dense forests. Native, pollinating Indian fruit-bearing trees were planted.



CSR Activity- 4

CSS Corp donated groceries to an old age home and a refrigerator, computer with a color printer, and cartridges to the Palliative and Hospice Care, Chennai.



CSR Activity- 5

CSS Corp donated a personal address sound system, computers with UPS, printers, cartridges across various schools in Chennai.

04



Quality
Education



CSR Activity- 6

CSS Corp constructed and handed over five restrooms to the Government Model Primary School at Bangalore.

06



Clean Water
And
Sanitation





Industry Accolades

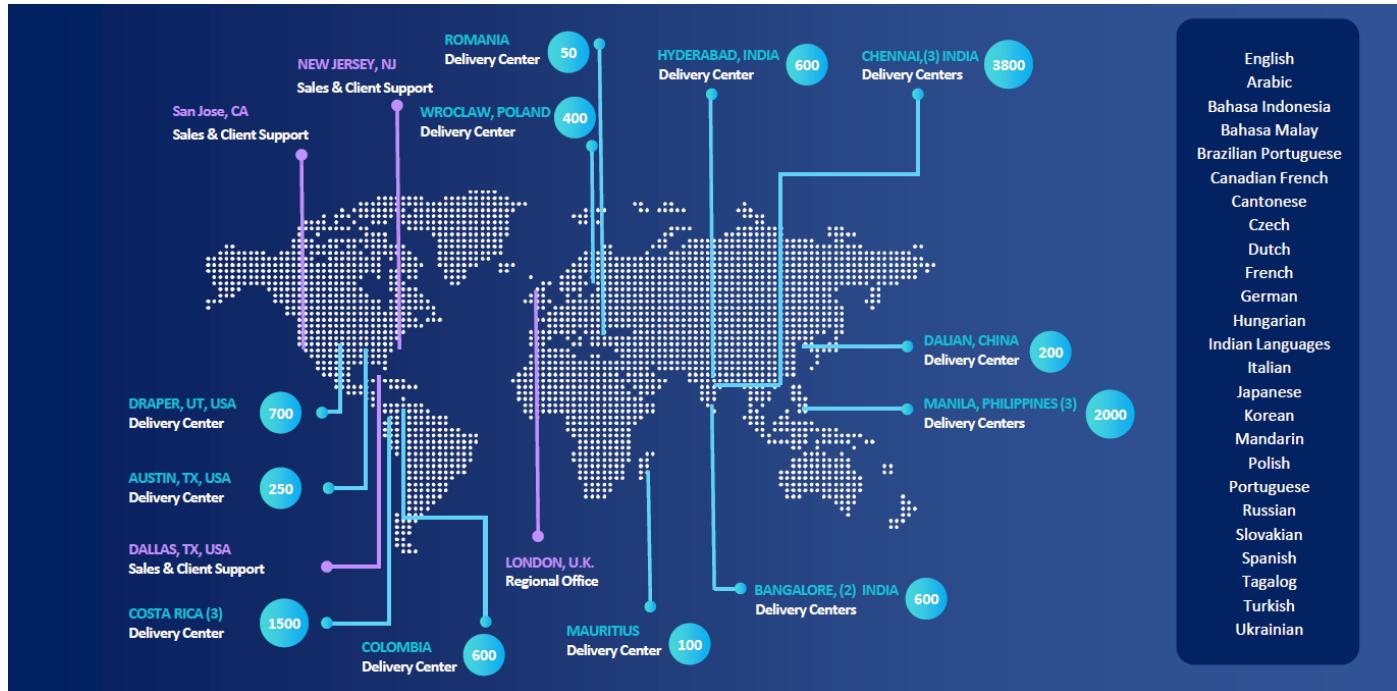
Industry Accolades

| Awards Received from Apr 2020 – Mar 2021 | | | |
|--|--|----------------|---|
| 1. | CSS Corp was awarded the “ Most Valuable Employer ” in the Asia Pacific region in the COVID-19 response category. | August 2020 |  |
| 2. | Hailed as the Silver Stevie Award Winner for the “ Most Valuable Corporate Response ” in the Covid-19 response category. Recognized for exemplary response to the pandemic by ensuring the well-being of the employees, customers, and communities. | September 2020 |  |
| 3. | Wins Gold for being recognized in the “ Company of the Year ” category for being the early mover to a 100% WFH model and leveraging the RESILIENCE Framework that ensured positive business impact to clients. | September 2020 |  |
| 4. | Won the Silver Stevie Award for being the “ Most Exemplary Employer ” in the Covid-19 response category. Ensured employee communication, safety, and health amidst the crisis. | September 2020 |  |
| 5. | Won Gold at the Customer Sales & Service World Awards for being hailed as the “ Contact Center of the Year ” and early transition to a 100% work-from-home model with zero business impact to customers. | October 2020 |  |
| 6. | Gold Winner for being the “ Most Innovative Company of the Year ” in the IT Services category and driving ROI for clients via technology and business model innovation. | October 2020 |  |
| 7. | Won “Bronze” for being the “ Employer of the Year ” when it came to stepping up to help employees during the COVID-19 crisis and displaying employee-centricity. | October 2020 |  |

| Awards Received from Apr 2020 – Mar 2021 | | | | |
|--|--|---------------|---|--|
| 8. | Won “Gold” for being recognized as the “Most Resilient Company of the Year” during the Covid-19 outbreak and setting an example despite harsh economic headwinds. | December 2020 |  | |
| 9. | Hailed as the “BPO of the Year” for excellence and leadership in marketing, branding, and trailblazing bellwethers in the industry. | December 2020 |  | |
| 10. | Sunil Mittal is recognized as “CXO of the Year” for delivering industry-leading outcomes during the COVID year and steering CSS Corp towards excellence with his transformative vision. | December 2020 |  | |
| 11. | Hailed as the “Winner” at the UiPath® Automation Excellence Awards ceremony for RPA solution capabilities across HR and Legal domains. | December 2020 | UiPath® Automation Excellence Awards | |
| 12. | Recognized as the “Winner” at the 20 th Software Testing QAI Conference for submitting a paper titled, “The Whys, What’s, How’s of Content Testing – A Engineering QA approach.” | December 2020 |  | |
| 13. | “BIG Innovation Award” for intelligent infrastructure automation platform, CSS CONTELLI™ | January 2021 |  | |
| 14. | “Gold Stevie Award” for CX platform, CSS EDISON™, for the best use of technology in customer service. | February 2021 |  | |
| 15. | “Workplace Excellence Awards” for excellence in the “Corporate Social Responsibility” category for successful implementation of employability program during the pandemic. | March 2021 |  | |

Our Global Presence

11,000+ Employees | 150 Clients | 18 Delivery Locations





Mail us at

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