



SUTHERLAND

5 April 2022

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

Dear Mr. Secretary-General,

I am pleased to confirm that Sutherland maintains support for 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 remains 100% committed to making the Global Compact and the Ten Principles part of our culture and day-to-day operations through our corporate policies, strategies, procedures, and social responsibility initiatives. 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 hereby share with you our annual report on progress according to the Global Compact COP policy.

In recognition of the changes impacting the globally community due to the pandemic, Sutherland has evolved our Social Impact initiative into a Corporate Citizens initiative which will further integrate our activities into our everyday business practices worldwide. Under the banner of Corporate Citizens, Sutherland seeks to have a meaningful impact through our 3 core pillars – Environmental, Economic and Social.

1. Environmental

Under the Environmental pillar, Sutherland is engaged in a two-pronged approach – corporate level investment and employee-driven activities.

Corporate-Level

Sutherland has a robust Health, Safety and Environment global team committed to actively addressing the environmental risks and opportunities that impact climate, water, and food. In furtherance of our commitment, we believe that protection of the environment is an integral aspect of our business lifecycle and aim to reduce negative impact arising from overconsumption of natural resources and generation of waste. We also support our customers' sustainability commitments by providing innovative IT solutions and process transformations to reduce their carbon footprint and associated costs.



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A. EcoVadis Certification

In the past, Sutherland had been certified by Verego, which was developed in harmony with other world-renowned standards such as the UN Global Compact. In 2021, we had applied 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. We are currently in the process of finalizing our submission for 2022.

B. 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. 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 2022.

Employee-driven

We encourage our employees to maintain a more environmentally friendly way of life including (but not limited to):

- Tree plantings
- Beach cleanings
- Water conservation

Up to December 2021, our employees planted 116 trees and managed to offset 79.74 tons of CO₂.

2. Economic

Sutherland continues to demonstrate our commitment to removing barriers to sustainable employment, through empowerment activities. In addition, we incorporate inclusive hiring into our daily business practices. Our current global target groups are:

- **Solo 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)



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Sutherland also understands that each country in which we operate may have marginalized communities in addition to those mentioned in our global target groups. As such, we have opened the door for each geo to also engage in targeted hiring of groups which may need additional support. Examples include:

1. **Displaced people** (for example: Refugees – Venezuelan Refugees in Colombia and Ukrainian refugees in Bulgaria; Deportees – Mexicans with deeply rooted American culture sent to Mexico; Locally displaced people – non-Albanian speaking citizens in Kosovo)
2. **Veterans**
3. **Mature employees** (persons aged 55 years and older re-entering the workforce)

3. Social

This pillar turns the focus internal – encouraging volunteerism among our employees and empowering them to take an active role within their own communities through various activities. These activities can be focused on our target groups as well as youth (college or senior-year high school) mentorship/empowerment programs.

Thank you for your time, Mr. Secretary-General, and once again I would like to reconfirm 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 continue to be a part of the solution on a global scale.

Sincerely yours,

Dilip R. Vellodi
Chairman and CEO