

**Servion Global Solutions Inc**

# **Sustainability Report**



# TABLE OF CONTENTS

<a href="#">About this Report.....</a>	<a href="#">3</a>
<a href="#">Message from the CEO .....</a>	<a href="#">4</a>
<a href="#">Servion as an Organization.....</a>	<a href="#">5</a>
<a href="#">Vision - Mission.....</a>	<a href="#">6</a>
<a href="#">Awards &amp; Recognitions .....</a>	<a href="#">7</a>
<a href="#">Sustainability at Servion.....</a>	<a href="#">9</a>
<a href="#">Materiality Assessment.....</a>	<a href="#">10</a>
<a href="#">Material Topics - Outcome .....</a>	<a href="#">11</a>
<a href="#">Material Topics mapped with SDGs.....</a>	<a href="#">12</a>
<a href="#">Key Materiality Topics Baselined .....</a>	<a href="#">13</a>
<a href="#">Carving Servion’s Sustainability Strategy Pillars.....</a>	<a href="#">14</a>
<a href="#">Our Stakeholder Engagement.....</a>	<a href="#">15</a>
<a href="#">Sustainability Governance Structure at Servion.....</a>	<a href="#">16</a>
<a href="#">Sustainability Steering Committee .....</a>	<a href="#">17</a>
<a href="#">Roles and Responsibilities.....</a>	<a href="#">18</a>
<a href="#">Functional Ownership and Execution .....</a>	<a href="#">19</a>
<a href="#">Sustainability Policy Suite and Sustainability Framework.....</a>	<a href="#">20</a>
<a href="#">Sustainable Climate Practices.....</a>	<a href="#">21</a>
<a href="#">Energy Management and Emissions .....</a>	<a href="#">22</a>
<a href="#">Greenhouse Gas (GHG) Emissions .....</a>	<a href="#">23</a>
<a href="#">Decarbonisation Plan.....</a>	<a href="#">24</a>
<a href="#">Implementation Roadmap .....</a>	<a href="#">25</a>
<a href="#">Waste Management .....</a>	<a href="#">26</a>

<a href="#">Responsible Waste Disposal &amp; Recycling Initiatives.....</a>	<a href="#">27</a>
<a href="#">Go Green Initiatives .....</a>	<a href="#">28</a>
<a href="#">Water Management.....</a>	<a href="#">29</a>
<a href="#">Water Conservation - Sustainability through Self Sufficiency.....</a>	<a href="#">30</a>
<a href="#">Net Zero .....</a>	<a href="#">31</a>
<a href="#">People &amp; Culture .....</a>	<a href="#">32</a>
<a href="#">Workplace Capability &amp; Well being.....</a>	<a href="#">33</a>
<a href="#">Learning &amp; Development .....</a>	<a href="#">34</a>
<a href="#">Employee Health, Safety &amp; Wellness.....</a>	<a href="#">36</a>
<a href="#">Human Rights &amp; Ethical Labour Practices .....</a>	<a href="#">37</a>
<a href="#">Good Governance Foundation.....</a>	<a href="#">38</a>
<a href="#">IT Practices &amp; Cybersecurity.....</a>	<a href="#">39</a>
<a href="#">Enterprise Risk Management .....</a>	<a href="#">40</a>
<a href="#">Customer Satisfaction.....</a>	<a href="#">41</a>
<a href="#">Sustainable Procurement and Responsible Supply Chain .....</a>	<a href="#">42</a>
<a href="#">Ethical Conduct, Compliance, and Accountability .....</a>	<a href="#">43</a>
<a href="#">Corporate Social Responsibility (CSR).....</a>	<a href="#">44</a>
<a href="#">GRI Index .....</a>	<a href="#">45</a>
<a href="#">Annexure.....</a>	<a href="#">47</a>
<a href="#">Performance Data.....</a>	<a href="#">48</a>
<a href="#">Environment Performance indicator.....</a>	<a href="#">49</a>
<a href="#">Well-being Out of Waste (WoW) Certificate - FY 24-25.....</a>	<a href="#">50</a>
<a href="#">Ethical Business Practices Performance Indicators.....</a>	<a href="#">51</a>
<a href="#">Third-party Assurance Statement .....</a>	<a href="#">52</a>

# About this Report

We are pleased to present the inaugural Sustainability Report of **Servion Global Solutions** for the reporting year **1 April 2024 to 31 March 2025**. This report provides an overview of our sustainability approach, governance practices, and initial progress across environmental, social, and governance (Sustainability) dimensions. It reflects our commitment to responsible growth, ethical business conduct, and long-term value creation for our stakeholders.

As a technology-driven services organization, Servion recognizes its responsibility to operate sustainably while enabling digital transformation for its global clients. This report marks an important milestone in formalizing our Sustainability journey and establishes a foundation for integrating sustainability into our business strategy, operations, and decision-making processes.

This report focuses on establishing transparency around our operating context, governance structures, people practices, and environmental stewardship initiatives, aligned with globally recognized sustainability standards.

## 01 Reporting Framework and Boundary

This report is developed as per the “With Reference” requirement of the **Global Reporting Initiative (GRI) 2021 Universal standards**. This report follows the key principles of GRI, which focuses on Accuracy, Balance, Clarity, Comparability, Completeness, Sustainability Context, Timeliness, and Verifiability.

This is our first sustainability report. In future, we will continue to report our sustainability progress annually. The reporting boundary for this cycle covers Servion Group global operations across the globe, including its primary offices and delivery centers. Given the nature of Servion’s business as a digital and IT-enabled services provider, the scope of this report focuses on operational sustainability performance, particularly across

- Corporate governance and ethical conduct
- Employee well-being, diversity, and development
- Environmental footprint of office-based operations
- Responsible business practices and data security

Financial performance is outside the scope of this report. As Servion’s sustainability maturity evolves, future reports may expand the boundary to include additional locations, enhanced environmental metrics, and deeper value-chain considerations.

We intend to disclose our sustainability performance annually, strengthening data systems, internal controls, and stakeholder engagement over time.

## 02 Assurance

Servion has engaged **TUV SUD South Asia Pvt Ltd** to provide independent limited assurance for the selected KPIs. Please refer page 52 for the assurance statement and scope of data assured.

## 02 Corrections and Re-statements

This is our first sustainability report according to GRI 2021 universal standards, so there is no correction or restatement.

## 02 Connect with us

We highly value the feedback from internal and external stakeholders, which is crucial in enhancing and advancing our sustainability practices and communication strategies. Kindly share your thoughts and feedback with us at [sustainability.council@servion.com](mailto:sustainability.council@servion.com)

## Message from the CEO

At Servion, we believe that long-term success is built on responsible business practices, strong governance, and an unwavering commitment to our people, customers, partners, and the communities we serve. As a technology-driven services organisation, we recognise that sustainability is not separate from business performance—it is fundamental to how we create long-term value. We are therefore committed to integrating sustainability into our strategy, operations, and decision-making processes.

Keeping stakeholder interests at the centre of our approach has been one of our most important learnings. We understand that our stakeholders increasingly value transparency and accountability in sustainability performance. In response, we have taken a deliberate step to communicate Servion's sustainability vision and progress in a

comprehensive and transparent manner through this Sustainability Report. Going forward, we are committed to publishing our sustainability disclosures annually, strengthening our accountability and engagement with stakeholders.

A key milestone in this journey has been the formation of our Sustainability Committee, which provides strategic direction and governance oversight for our sustainability agenda. In addition, we conducted a comprehensive materiality assessment through extensive stakeholder engagement to identify and prioritise the Sustainability topics that matter most to our business and stakeholders.

Building on this foundation, we have developed a structured Sustainability strategy and governance framework aligned with our corporate values and stakeholder

expectations. As part of our commitment to global best practices, we intend to pursue **EcoVadis assessment** and work towards alignment with the **Science Based Targets initiative (SBTi)** to guide our long-term climate ambition and decarbonisation journey.

I would like to sincerely thank our employees, customers, partners, and stakeholders for their continued trust and support. This report marks the beginning of a more structured and measurable sustainability journey for Servion. We remain committed to strengthening our Sustainability performance, driving responsible innovation, and creating sustainable, long-term value for all stakeholders.

**Bryce Gibson**  
Chief Executive Officer



# Servion as an Organization

“Servion is a global systems integrator (SI) headquartered in the United States, with over three decades in customer experience (CX) transformation. Backed by a team of over 1,000 employees across the world, Servion partners with some of the most iconic global brands—including Costco, Rogers, Roche, Farmers Insurance, and Citibank—to design, deploy, and optimize customer service solutions that create lasting impact.

At the heart of Servion’s approach is JourneyWorCX™, a proprietary CX execution framework that envisions a world where human connection is amplified through intelligent technology. JourneyWorCX empowers businesses to deliver exceptional customer journeys that not only delight users but also drive business growth and loyalty.

With deep expertise across multiple industries and technologies, Servion’s mission is simple yet powerful: to make journeys that work. By harmonizing innovation with human insight, Servion ensures that every customer interaction becomes a catalyst for stronger relationships and sustained success.

Servion’s solutions portfolio encompasses a broad range of services designed to support enterprise-wide CX transformation, including:



## CX ADVISORY SERVICES:

Strategic consulting to identify key experience challenges, define transformation objectives, and create roadmaps that align CX initiatives to business value.



## CX AI SERVICES

Deployment of AI-powered tools that enhance customer support, deliver real-time analytics, and enable personalised, predictive engagement.



## CONTACT CENTER AS A SERVICE (CCAAS)

Helping organisations modernise legacy contact centres with scalable, cloud-native solutions and intelligent routing capabilities across multiple channels.



## WORKFORCE OPTIMISATION SERVICES

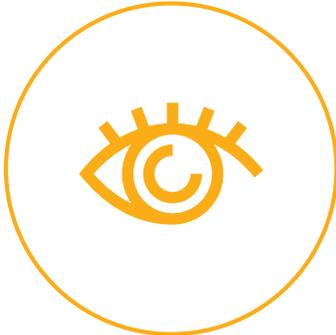
Tools and practices to increase agent productivity, quality monitoring, and operational insights that support continuous improvement.

Servion’s client base includes global brands across industries such as banking, insurance, telecommunications, utilities, and healthcare, who partner with Servion to modernise CX operations, enhance digital capabilities, and improve customer loyalty.

Driven by core values that emphasise respect and transparency, innovation, continuous learning, accountability, and customer success, Servion fosters a culture that supports employees, customers, and partners in achieving shared success. Its

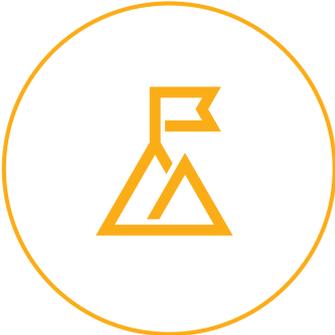
leadership team combines deep experience in technology innovation and operational execution, underscoring the company’s ongoing commitment to sustainable growth and long-term value creation.

# Vision – Mission



## OUR VISION

To create a world where human connection is amplified by intelligent technology.



## OUR MISSION

To deliver exceptional journeys that build lasting relationships and drive business growth

Servion fosters a culture of collaboration, continuous learning, and innovation, supported by structured talent development programs and inclusive workplace practices. As a knowledge-driven enterprise, Servion’s sustainability priorities are closely linked to human capital development, responsible operations, and governance excellence.

This Sustainability Report represents Servion’s commitment to embedding Sustainability considerations into its growth journey while aligning with global expectations for transparency and accountability.

# AWARDS & RECOGNITIONS

Servion's WxCC migration project for Office Depot recognized as **"Customer Experience Extraordinaire Winner"** at WebexOne24

CONGRATULATIONS TO OFFICE DEPOT!  
**Customer Experience Extraordinaire Winner at WebexOne24**



Crafting CX Solutions

Servion was recognized as the **"Best Technology Transformation Partner of the Year"** and the **"MVP: Professional Services Engineer"** at the 2023 Gitex Conference



GENESYS | SERVION

Servion was recognized as the **"CX Automation and Innovation Partner of the Year"** at Verint Engage



Servion is honored to be recognized as the **"CX Automation & Innovation Partner of the Year"**



# AWARDS & RECOGNITIONS

**"2024 Workplace Excellence Award"**



**"HR Company of the Year (2022)"** for employee engagement at the 20th Edition of the Business Leader of the Year Award



# Sustainability at Servion

## Materiality Assessment

Servion undertook a structured, systematic materiality assessment to identify the Environmental, Social, and Governance (Sustainability) topics most relevant to its business, stakeholders, and long-term sustainability objectives. Given that this is Servion's first sustainability report, the materiality assessment focused on establishing a robust baseline, combining internal insights with external best practices.

## Stakeholder Sensitization and Context Setting

The materiality process began with stakeholder sensitization sessions to build a common understanding of sustainability concepts, Sustainability expectations, and reporting requirements. These sessions helped internal stakeholders understand the relevance of Sustainability topics to Servion's business model, risk profile, and value creation approach.

The objective of this step was to ensure informed participation and consistent interpretation of sustainability topics across functions before engaging in the identification and prioritization exercise.

## Peer Identification and Industry Benchmarking

To develop an initial universe of potential material topics, Servion conducted peer identification and benchmarking against regional and global organizations operating in comparable sectors, including IT services, digital transformation, and customer experience management.

This exercise helped identify the industry's commonly reported Sustainability issues and provided insights into emerging sustainability expectations, regulatory trends, and stakeholder priorities relevant to Servion's operating environment.

Based on peer benchmarking and industry analysis, a comprehensive list of potential material topics was developed. This list was further refined by referencing globally recognised sustainability frameworks and standards, including:

- Global Reporting Initiative (GRI) Standards
- Industry best practices for IT and digital services companies

The long list of topics covered key areas across environmental stewardship, employee-related social aspects, ethical governance, data security, and responsible business conduct, ensuring alignment with Servion's business activities and stakeholder interests.



# Materiality Assessment

## Stakeholder Feedback through Materiality Survey

A materiality survey was conducted to gather structured feedback from key internal stakeholders across functions such as leadership, human resources, IT, legal and compliance, procurement, finance, and operations. As this was the inaugural assessment, structured feedback was gathered exclusively from internal stakeholders representing critical functions. Going forward, the Company intends to broaden the scope of the materiality assessment to include both internal and external stakeholders—such as customers, suppliers, investors, and community representatives—to ensure a more comprehensive and balanced evaluation of material Sustainability issues.

Stakeholders were requested to assess and rank the identified topics based on their perceived importance to:

- Servion's business performance and long-term success
- Stakeholder expectations and reputational impact
- Risk management and regulatory relevance

This step ensured that material topics reflected both strategic business considerations and stakeholder perspectives.

Engaging with stakeholders is a key component

of Servion's social strategy. The organization engages with employees, customers, communities, and partners to understand expectations and integrate feedback into decision-making.

### Stakeholder engagement supports:

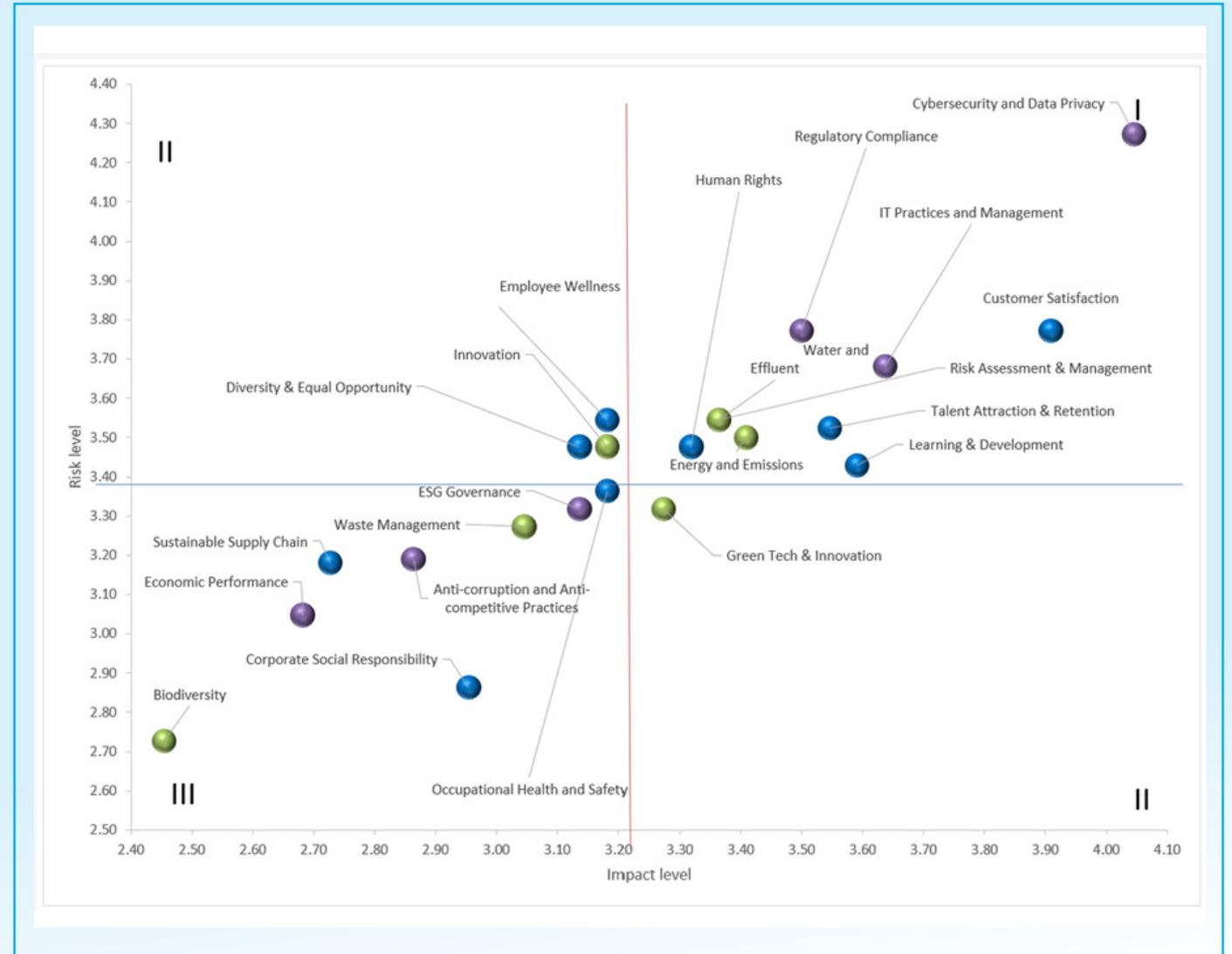
- Improved workplace practices
- Enhanced employee satisfaction
- Stronger community relationships
- Responsible business conduct

Through its people-centric approach, inclusive practices, and community-focused initiatives, Servion seeks to create long-term social value while supporting sustainable business growth.

The outcomes of the stakeholder engagement were analyzed and consolidated to develop a materiality matrix, plotting topics based on:

- Significance of impact on business and stakeholders
- Relevance to Servion's operational and strategic priorities

The matrix was reviewed internally and validated by senior management and the Sustainability Steering Committee to ensure alignment with Servion's governance priorities and risk oversight processes. The final set of material topics forms the foundation for sustainability disclosures, target setting, and action planning in this report.



# Material Topics – Outcome

## HIGH

- Energy and Emissions
- Water and Effluent
- Talent Attraction & Retention
- Human Rights
- Learning & Development
- Customer Satisfaction
- IT Practices and Management
- Regulatory Compliance
- Cybersecurity and Data Privacy
- Risk Assessment & Management
- Economic Performance
- Waste Management
- Corporate Social Responsibility
- Sustainable Supply Chain

## MEDIUM

- Green Tech & Innovation
- Diversity & Equal Opportunity
- Innovation
- Employee Wellness

## LOW

- Biodiversity
- Occupational Health and Safety
- Anti-corruption and Anti-competitive Practices
- ESG Governance

As part of the materiality review and internal discussions:

01

**Risk Assessment & Management** was integrated with **Regulatory Compliance**, reflecting the interconnected nature of governance and compliance oversight.

02

**Waste Management ,CSR and Sustainable Supply Chain** were highlighted as priority areas based on investor expectations and senior management inputs, strengthening the organization's social and responsible sourcing commitments.

03

While **Economic Performance** remains important from a business standpoint, it was not identified as a primary Sustainability focus area by investors during this initial assessment cycle.

Each topic was scored on a predefined scale, and the consolidated average ratings were used to categorize them into High, Medium, and Low priority levels. Topics with higher aggregated scores—reflecting significant risk and impact—were classified as High priority, while moderate and lower scores were categorized accordingly. The results of this assessment, along with the methodology and scoring outcomes, were reviewed by senior management and subsequently presented to the Board of Directors for validation and final approval, ensuring governance oversight and strategic alignment of the identified material topics.

As Servion's sustainability maturity evolves, the materiality assessment process will be strengthened through broader stakeholder engagement, inclusion of external stakeholder perspectives, and periodic reassessment to reflect changing business conditions, stakeholder expectations, and regulatory developments.

# Material Topics mapped with SDGs

Material Topic	1 NO POVERTY	2 ZERO HUNGER	3 GOOD HEALTH AND WELL-BEING	4 QUALITY EDUCATION	5 GENDER EQUALITY	6 CLEAN WATER AND SANITATION	7 AFFORDABLE AND CLEAN ENERGY	8 DECENT WORK AND ECONOMIC GROWTH	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	10 REDUCED INEQUALITIES	11 SUSTAINABLE CITIES AND COMMUNITIES	12 RESPONSIBLE CONSUMPTION AND PRODUCTION	13 CLIMATE ACTION	14 LIFE BELOW WATER	15 LIFE ON LAND	16 PEACE, JUSTICE AND STRONG INSTITUTIONS	17 PARTNERSHIPS FOR THE GOALS
Energy and Emissions							•		•			•	•				
Water and Effluent			•			•						•		•			
Waste Management			•								•	•	•	•			
Biodiversity												•	•	•	•		
Green Tech & Innovation							•		•		•	•	•				
Talent Attraction & Retention					•			•		•						•	
Human Rights					•			•		•						•	
Learning & Development				•				•									
Customer Satisfaction									•			•				•	
Diversity & Equal Opportunity					•			•			•					•	
Employee Wellness			•					•									
Occupational Health & Safety			•					•									
Corporate Social Responsibility (CSR)	•		•	•	•			•		•	•					•	•
IT Practices and Management									•			•				•	
Regulatory Compliance																•	
Cybersecurity and Data Privacy									•							•	
Risk Assessment & Management								•	•		•	•	•			•	
Economic Performance	•							•	•	•							
Sustainable Supply Chain								•	•	•		•	•		•		•
Innovation				•				•	•		•						
Anti-corruption & Anti-competitive Practices																•	
ESG Governance									•			•	•			•	•

# Key Materiality Topics Baseline

The material assessment survey conducted, identified the key material topics under each of the 4 pillars of Sustainability



## Sustainable Climate Practices

Energy & Emissions  
Green Tech & Innovation



## Workforce Capability & Well-being

Diversity, Equal Opportunity & Inclusion  
Talent Attraction & Retention  
Learning & Development  
Employee Wellness



## Corporate Social Responsibility

Human Rights  
Corporate Social Responsibility  
Customer Satisfaction



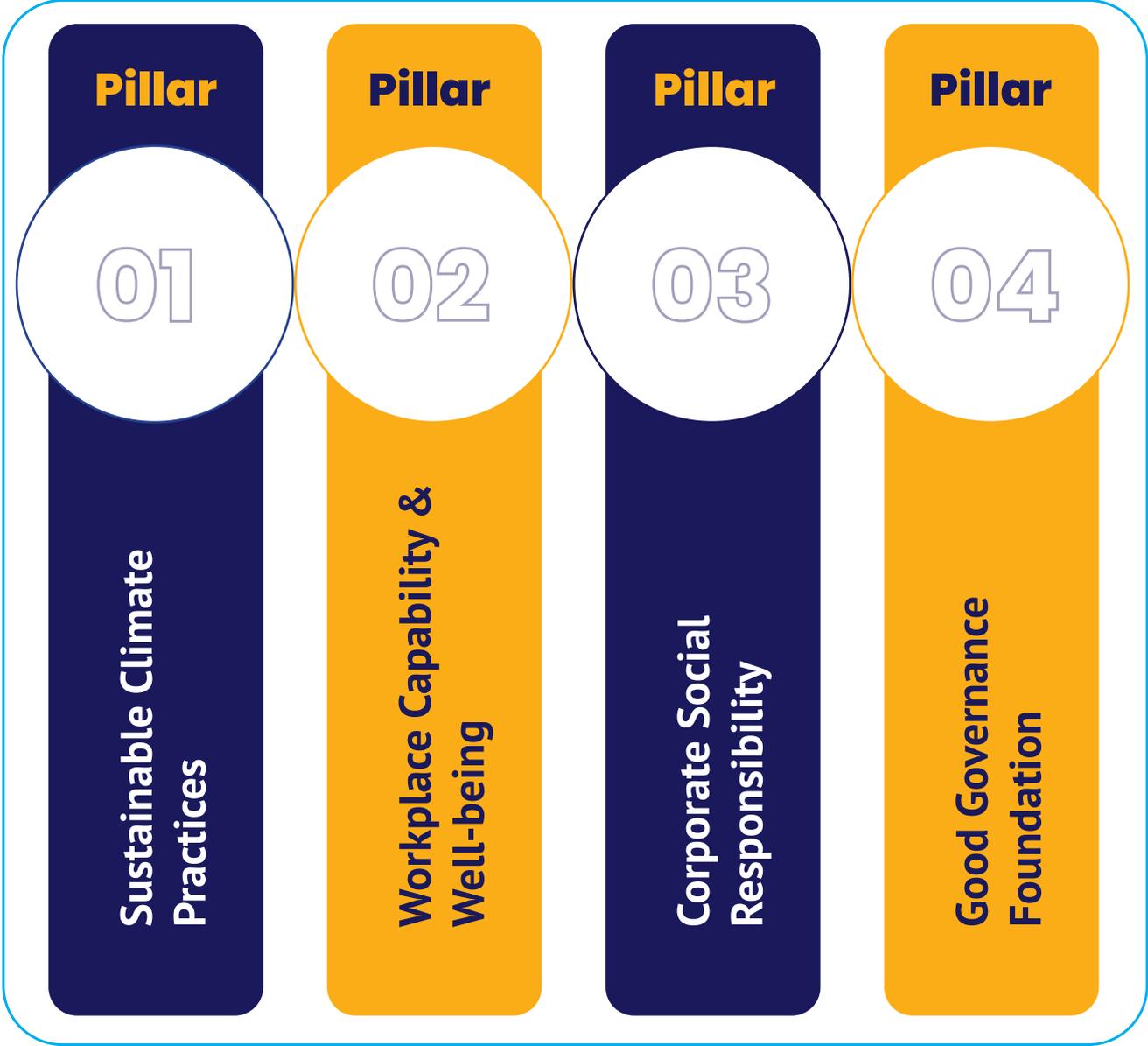
## Good Governance Foundation

Cyber Security & Data Privacy  
IT Practices & Management  
Risk Assessment & Management  
Sustainable Supply Chain Management

# Carving Servion's Sustainability Strategy Pillars

## Strategy Approach

Leveraged the results of the materiality assessment and related sustainability survey into the overarching pillars.



# Our Stakeholder engagement

Stakeholder	Mode of Engagement	Value Created	Description
<b>Employees</b>	<ul style="list-style-type: none"> <li>• Emails</li> <li>• Website</li> <li>• Notice board Meetings</li> </ul>	Enhances internal communication and workplace satisfaction	They offer internal perspectives that help us understand the impact of our Sustainability efforts on our workforce.
<b>Suppliers</b>	<ul style="list-style-type: none"> <li>• Calls</li> <li>• Emails</li> <li>• Physical and Virtual Meetings</li> </ul>	Improves supply chain efficiency and sustainability	Insights from suppliers help us gauge our supply chain dependencies and operational challenges.
<b>Investors and Shareholders</b>	<ul style="list-style-type: none"> <li>• Email</li> <li>• Analysts meet /conference calls</li> <li>• Annual General Meeting</li> <li>• Quarterly results, media releases</li> <li>• Company website</li> </ul>	Guides strategic direction and financial sustainability	Financial and strategic oversight from this group guides our sustainable growth strategies.
<b>Customers</b>	<ul style="list-style-type: none"> <li>• Calls</li> <li>• Emails</li> <li>• Physical and Virtual Meetings</li> <li>• Feedbacks</li> <li>• Website</li> </ul>	Ensures products and services meet user needs responsibly	Customer feedback helps us ensure that our services responsibly meet their needs.
<b>Community Members</b>	Field visits and digital channels through CSR implementing agency	Strengthens community relations and corporate reputation	These stakeholders help us assess the societal impacts of our business and the effectiveness of our CSR initiatives.

# Sustainability Governance Structure at Servion

Servion Global Services has established a structured and integrated Sustainability Governance Framework to ensure effective oversight, accountability, and execution of its environmental, social, and governance (Sustainability) commitments. The governance structure is designed to embed sustainability into strategic decision-making, operational processes, and organizational culture, while aligning with globally recognised best practices, including the GRI 2021 Standards.



## Board-Level Oversight

Servion's Executive Leadership Team (CXOs) is responsible for translating Board-level direction into actionable sustainability strategies and operational priorities. Clear accountability is established within the leadership structure to drive effective ESG implementation.

- Chief Operating Officer (COO) – The Chief Operating Officer (COO) provides executive oversight of sustainability, ensuring alignment of ESG priorities with business strategy and operational performance.
- Head of Sustainability – The Head of Sustainability leads the implementation of sustainability initiatives, including ESG data management, reporting, and cross-functional coordination.

The broader executive leadership team supports integration of sustainability across business functions by enabling resource allocation, driving execution, and ensuring alignment with organisational priorities.

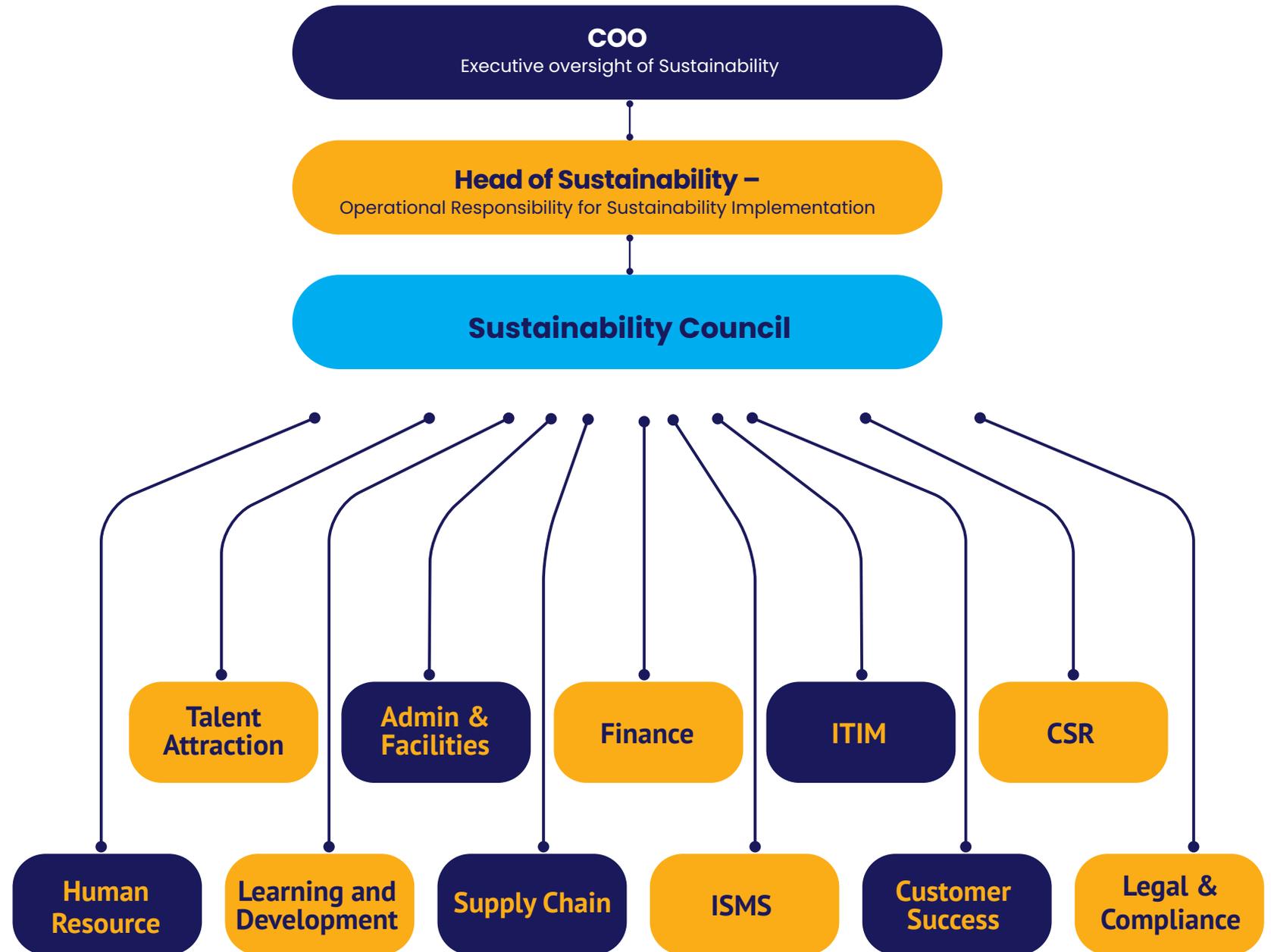
## Executive Leadership (CXOs)

The Executive Leadership Team (CXOs) plays a pivotal role in translating Board-level guidance into actionable strategies and operational priorities. The CXOs act as sponsors for sustainability initiatives, ensuring alignment between Sustainability goals and Servion's business strategy, operational plans, and client commitments.

Executive leadership provides direction to functional teams, allocates resources where required, and ensures cross-functional coordination for Sustainability implementation. This leadership involvement reinforces accountability and embeds sustainability into day-to-day management and decision-making processes.

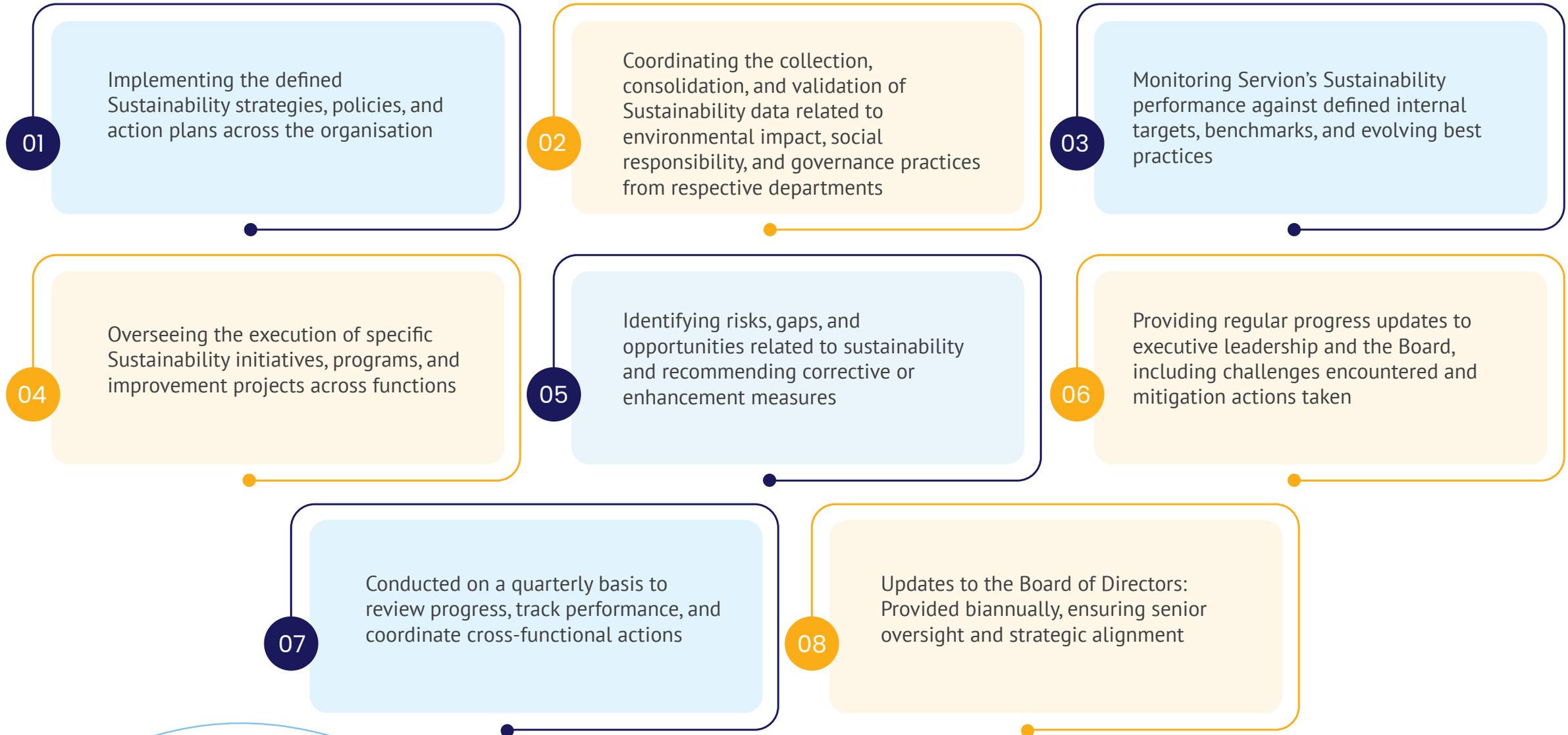
## Sustainability Council

Operational ownership of sustainability rests with a cross-functional Sustainability Council, comprising senior representatives from key business and support functions. This committee reflects Servion's belief that sustainability is a shared organisational responsibility, cutting across functions rather than being confined to a single department.



# Roles and Responsibilities

The Sustainability Council is responsible for:



# Functional Ownership and Execution

Each function represented in the Sustainability Council is accountable for implementing sustainability actions within its respective scope.

- Human Resources and Talent Attraction focus on employee well-being, diversity, inclusion, learning, and ethical workplace practices
- IT and Information Security (Infosec) supports responsible technology use, information security, and energy-efficient digital infrastructure
- Procurement integrates responsible sourcing principles and supplier compliance considerations
- Human resources
- Facility & Administration integrates resource efficiency and sustainable climate practices across our environmental footprint, drive long term value and resilience.
- Finance support governance controls, data integrity, and internal reporting mechanisms
- Legal and Compliance ensure adherence to regulatory requirements, ethical standards, and risk mitigation

- Client Success and Delivery ensure responsible client engagement, ethical service delivery, and protection of client data across service lifecycle.
- Corporate Social Responsibility (CSR) focuses on designing and implementing the organisation's social impact initiatives, community development programs, and employee volunteering activities in alignment with organisational values and stakeholder expectations.

This distributed ownership model enables Servion to integrate sustainability into core operations while maintaining central coordination and oversight.

As Servion continues to mature its sustainability journey, the governance framework will be further strengthened through enhanced data systems, clearer KPIs, and deeper integration with enterprise risk management and strategic planning. The governance structure outlined above provides a strong foundation for continuous improvement, transparency, and accountability as Servion progresses toward more advanced Sustainability practices and disclosures.



# Sustainability Policy Suite and Framework

Servion's sustainability and governance practices are supported by a structured policy framework designed to promote ethical conduct, responsible operations, regulatory compliance, and effective risk management across the organisation. These policies provide guidance to employees, partners, and stakeholders and help embed Environmental, Social, and Governance (Sustainability) principles into day-to-day decision-making and business operations.

The organisation continues to strengthen its Sustainability policy ecosystem as part of its broader sustainability journey and governance maturity.

## Sustainability Policy Suite

Servion's Sustainability Policy Suite establishes the foundation for responsible business practices and aligns organisational operations with globally recognised sustainability expectations. The framework integrates environmental stewardship, employee well-being, ethical governance, and

responsible business conduct across the value chain.

Key policy areas include:

- ESG Policy
- Code of Conduct and Business Ethics Policy
- Anti-Bribery and Anti-Corruption Policy
- Whistleblower and Grievance Redressal Policy
- Environmental, Health & Safety and Sustainability commitments
- Information Security and Data Privacy Policies
- Supplier Code of Conduct

These policies support compliance with applicable laws and regulations while reinforcing Servion's culture of accountability, integrity, and responsible corporate behaviour.

## Policy Commitments

Servion's policies reflect its formal commitments to ethical business conduct, environmental responsibility, employee well-being, data protection, regulatory compliance, and responsible

supply chain practices. Through its Sustainability and EHS frameworks, Servion commits to preventing environmental harm, promoting safe and inclusive workplaces, maintaining zero tolerance for corruption and unethical practices, and continuously improving sustainability performance across its operations

## Procure-to-Pay (P2P) and Responsible Procurement Policies

Servion integrates governance and risk controls within its Procure-to-Pay (P2P) framework to ensure transparency, accountability, and responsible supplier engagement across procurement activities.

The P2P framework supports:

- Standardised vendor onboarding and due diligence processes
- Ethical sourcing and supplier compliance requirements
- Financial control and approval mechanisms
- Monitoring of supplier performance

and contractual obligations

- Alignment with data security, privacy, and Sustainability expectations

These responsible procurement practices help ensure that suppliers and partners operate in accordance with Servion's ethical, regulatory, and operational standards.

## Policy Accessibility and Governance

Policies are communicated to employees through internal platforms, onboarding processes, and periodic training programs to promote awareness and compliance. Regular reviews are undertaken to keep policies aligned with evolving regulatory requirements, industry best practices, and organisational priorities.

Where relevant, selected policies and governance commitments may be made available to external stakeholders through Servion's corporate website or stakeholder communications, supporting transparency and accountability.

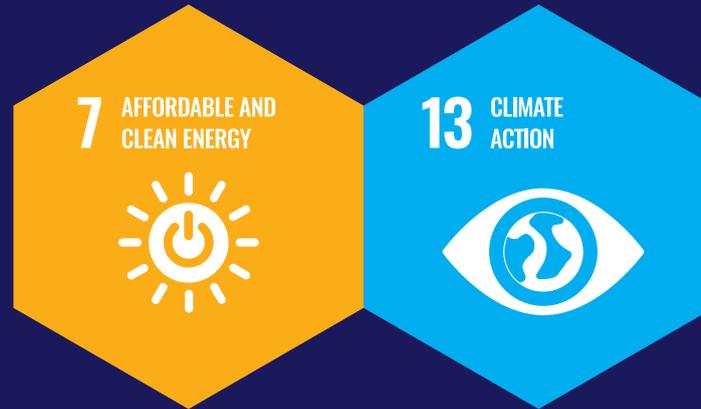


# Sustainable Climate Practices

Servion Global Services is committed to minimizing its environmental footprint and strengthening long-term operational resilience across its office-based operations. As a global digital transformation and customer experience services provider, Servion's environmental actions focus on improving energy efficiency, reducing greenhouse gas (GHG) emissions, advancing responsible resource use, and strengthening environmental governance across its workplaces.

Within the defined operational boundary for this report, Servion's environmental initiatives are centred on energy management, carbon emissions reduction, and sustainable workplace practices. These efforts reflect Servion's commitment to responsible growth, alignment with global climate action goals, and integration of sustainability considerations into business operations and decision-making

## Aligned SDGs :



## Targets

- Achieve a 28% reduction in Scope 1 and Scope 2 emissions by 2030, in line with Servion's long-term decarbonisation roadmap.
- Obtain an EcoVadis sustainability rating by FY 2026 to benchmark Servion's Sustainability performance against global peers.
- Conduct independent third-party audits, by FY 2026 to strengthen data accuracy, transparency, and compliance.
- Formalise Servion's climate ambition through a Science Based Targets initiative (SBTi) commitment by FY 2026.
- Submit near-term science-based targets to SBTi by FY 2027, aligning emissions reduction pathways with climate science.



# Energy Management and Emissions

Servion has initiated a structured approach to energy management and emissions reduction, recognising energy consumption from office facilities, IT infrastructure, and employee mobility as key areas of environmental impact. Initial efforts focus on improving visibility into energy use, optimising electricity consumption, and progressively transitioning towards cleaner energy sources.

Energy efficiency measures are being integrated into workplace operations through the adoption of efficient lighting systems, optimisation of cooling and HVAC systems, preventive maintenance practices, and space utilization initiatives to reduce energy intensity. As Servion expands or upgrades office spaces, preference is given to energy-efficient buildings and infrastructure that support lower operational emissions.

From a mobility perspective, Servion is evaluating opportunities to reduce emissions from employee commuting and business travel through improved planning, digital collaboration tools, and the gradual adoption of lower-carbon mobility options.

As this is Servion's first sustainability reporting cycle, environmental data collection and reporting processes are currently evolving. We have a digital platform to capture the data efficiently and accurately. Energy and emissions data are primarily tracked through semi-structured systems, and historical reduction targets have not yet been formally established. In addition, comprehensive Scope 3 emissions assessments are at an early stage, reflecting common challenges faced by service-oriented organisations in their initial Sustainability journey.

Looking ahead, Servion aims to strengthen its decarbonization pathway by enhancing data quality through digital metering and monitoring systems, increasing the share of renewable electricity through mechanisms such as power purchase agreements (PPAs) and on-site generation, and embedding energy efficiency considerations into workplace planning. These actions will support progressive year-on-year emissions reductions and contribute to Servion's long-term ambition of achieving Net Zero emissions by 2040.



## Greenhouse Gas (GHG) Emissions

Servion is committed to systematically measuring, managing, and reducing its greenhouse gas (GHG) emissions across Scope 1, Scope 2, and relevant Scope 3 categories, in line with globally recognised methodologies and best practices.

For this reporting cycle, the GHG emissions boundary covers Servion's office-based operations, including energy consumption from facilities and indirect emissions associated with purchased electricity. Scope 3 emissions such as employee commuting, business travel, and selected upstream activities are recognised as material and will be progressively incorporated as data availability and measurement maturity improve.

GHG emissions calculations follow the principles of the GHG Protocol Corporate Accounting and Reporting Standard.

Servion's approach to emissions management is aligned with its broader climate ambition and its planned commitment to the Science Based Targets initiative (SBTi), which will guide the validation of interim and long-term emissions reduction targets.

Through continuous improvement in measurement, governance, and operational controls, Servion aims to embed climate responsibility into its business model and contribute meaningfully to global climate action efforts.

## Biodiversity

As an office-based technology services organisation, Servion's operations do not have significant direct impacts on biodiversity or ecologically sensitive areas. However, the company remains committed to minimising indirect environmental impacts through responsible resource use, waste management, and sustainable procurement practices that support environmental conservation.



# Decarbonisation Plan

Servion has developed a structured decarbonisation roadmap to support its long-term climate ambition and transition toward Net Zero emissions. The plan is based on Servion's greenhouse gas emissions baseline and identifies priority reduction levers across Scope 1, Scope 2, and Scope 3 emissions.

As a technology-driven services organisation, Servion's emissions are primarily associated with purchased electricity, refrigerants used in cooling systems, operational energy consumption, and value-chain activities such as procurement, business travel, and employee commuting. The decarbonisation strategy therefore combines operational efficiency improvements, renewable energy adoption, and value-chain engagement initiatives.

## Decarbonisation Strategy Approach

Servion's roadmap focuses on practical and economically viable interventions that reduce emissions while supporting operational efficiency and long-term business resilience. Key focus areas include:

### Scope 1 & Scope 2 Emission Reduction

- Transition towards renewable electricity procurement through green tariffs and renewable power sourcing mechanisms
- Installation of on-site solar solutions at owned facilities where feasible
- Energy efficiency improvements including LED retrofits, building management systems (BMS), and smart operational controls
- Optimisation of diesel generator usage and gradual adoption of lower-carbon fuel alternatives
- Replacement of high-GWP refrigerants and implementation of leak detection and preventive maintenance programs
- Adoption of energy-efficient HVAC and smart cooling technologies

These measures collectively represent the largest emissions reduction opportunity and form the primary pathway toward near-term emissions reduction targets.

### Scope 3 Emission Reduction

Recognising that value-chain emissions represent a significant portion of

Servion's footprint, the organisation is implementing initiatives focused on supplier engagement and operational behaviour change, including:

- Introduction of supplier sustainability evaluation and Sustainability screening mechanisms
- Integration of sustainability expectations within supplier contracts and procurement processes
- Adoption of renewable-powered digital and cloud service providers where feasible
- Promotion of energy-efficient IT equipment procurement and asset circularity programs
- Expansion of hybrid working and virtual collaboration to reduce travel-related emissions
- Employee awareness programs promoting low-carbon commuting practices
- Strengthening waste reduction and recycling initiatives aligned with circular economy principles

## Implementation and Investment Considerations

The decarbonisation roadmap incorporates financial evaluation of emissions reduction initiatives, including capital expenditure, operational costs, savings potential, and payback periods. Servion prioritises initiatives that deliver measurable emissions reductions alongside operational cost efficiencies.

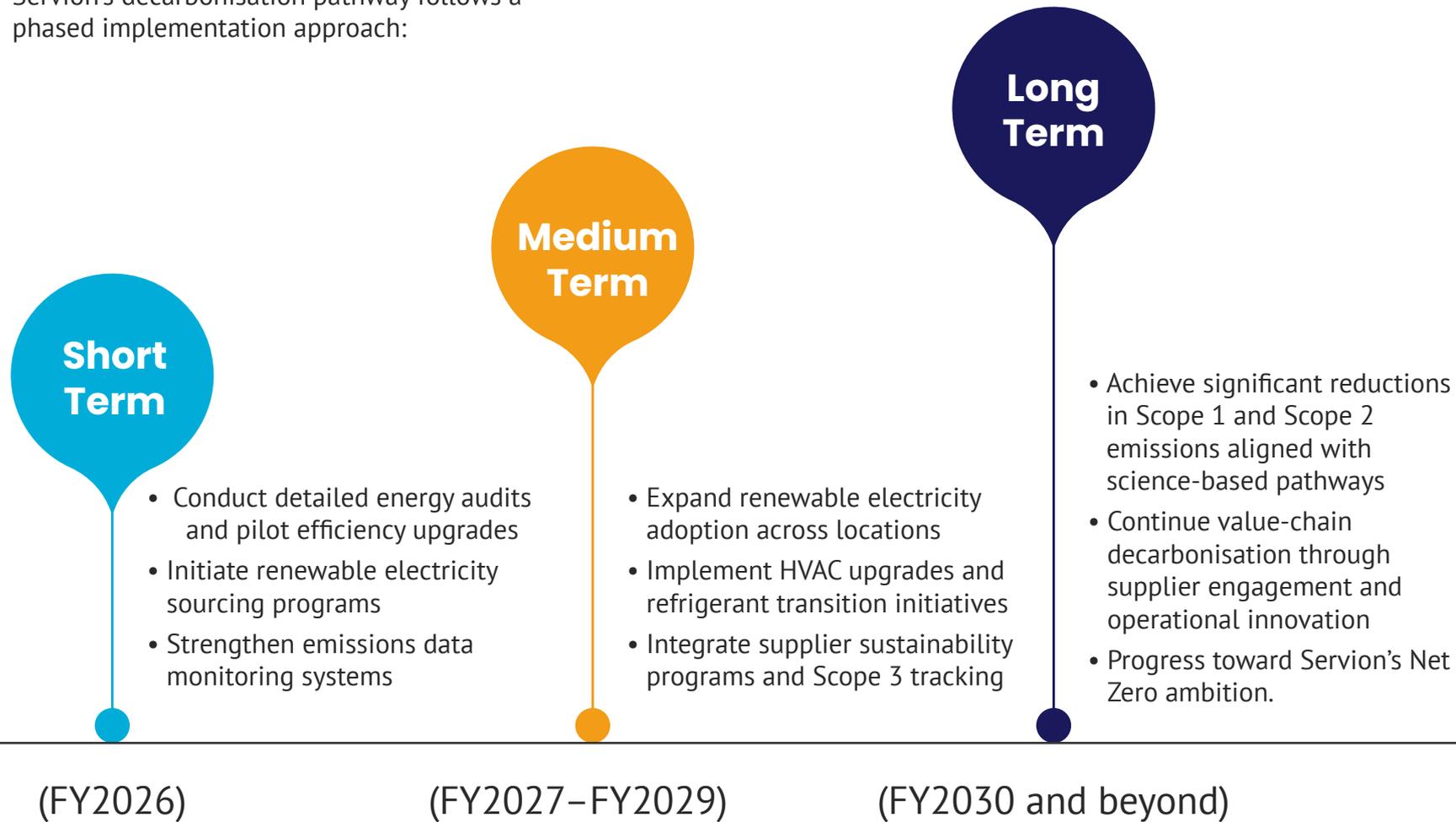
### Key investment categories evaluated include:

- Renewable electricity sourcing and solar deployment
- Energy efficiency upgrades across facilities
- HVAC optimisation and refrigerant transition programs
- Digital monitoring and emissions tracking systems
- Supplier engagement and Scope 3 data management platforms

Analysis indicates that renewable electricity adoption represents the largest emissions reduction potential, complemented by efficiency improvements and operational optimisation measures.

# Implementation Roadmap

Servion's decarbonisation pathway follows a phased implementation approach:



## Expected Outcomes

Based on the decarbonisation modelling:

- Renewable electricity procurement acts as the primary emissions reduction driver
- Energy efficiency and refrigerant transition measures provide complementary reductions
- Many initiatives demonstrate favourable economic feasibility with positive long-term savings potential and moderate payback periods

## Waste Management

Servion monitors waste generated from its office-based operations as part of its environmental stewardship efforts. Waste management practices focus on responsible disposal, regulatory compliance, and minimising environmental impact.

Waste streams are segregated at source and directed towards recycling or authorised disposal channels in line with applicable local regulations.

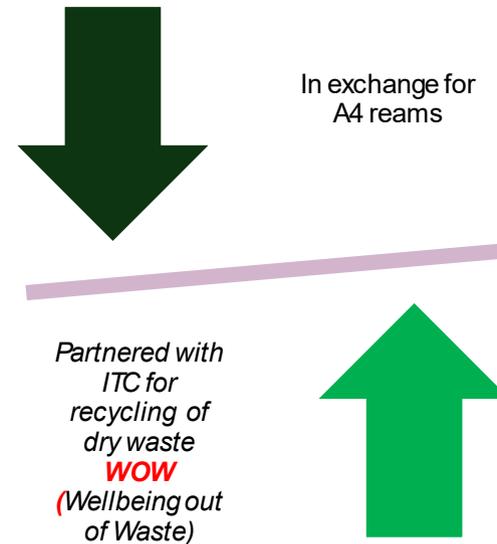


## Responsible Waste Disposal & Recycling Initiatives

Servion promotes responsible waste management practices across its operations through waste segregation, recycling partnerships, and certified disposal processes. The organization works with authorized recyclers and certified vendors to ensure environmentally sound handling of operational and electronic waste.

Key initiatives undertaken during the reporting period include:

### Trash to Treasure - WOW (Well Being Out of Waste)



- Participation in the WOW – Wellbeing Out of Waste program, a nationwide recycling initiative led by ITC, promoting responsible dry waste collection and recycling.
- Contribution of 574 kg of dry recyclable waste for recycling during FY 2024–25 through certified waste management channels.

- Secure disposal and recycling of electronic assets through authorized recyclers to prevent environmental impact and ensure responsible material recovery.
- Certified data destruction and media sanitization aligned with international standards (including NIST 800-88 guidelines) to ensure safe disposal of IT equipment while protecting customer and organizational data.

- Responsible recycling of end-of-life electronic equipment including laptops, routers, printers, and communication devices through approved recycling partners.

These initiatives support Servion’s commitment to circular economy principles, resource efficiency, and environmentally responsible operations.

# Go Green Initiatives



# Water Management

As a technology-driven, office-based organization, Servion's operations are not significantly water-intensive; however, the company recognizes responsible water management as an important component of environmental stewardship. Water consumption across Servion primarily relates to workplace utilities such as sanitation, pantry usage, and

general office operations.

Servion is committed to minimising its water footprint by promoting efficient resource use, conservation practices, and responsible water management aligned with its Environment, Health and Safety (EHS) Policy and broader sustainability commitments. Effective water management

supports environmental conservation while aligning with stakeholder expectations for sustainable business operations.

Servion's water management approach focuses on the following areas:

## Water-Efficient Infrastructure

- Installation of water-saving fixtures such as low-flow faucets, aerators, and sensor-based taps to reduce water consumption.
- Adoption of efficient sanitation systems and restroom solutions where feasible.
- Regular inspection and preventive maintenance to identify and address leakages promptly, minimizing water loss.
- Monitoring of water usage through facility-level tracking and utility records to improve consumption visibility.
- Water consumption is tracked through utility records and facility monitoring systems to support continuous improvement.

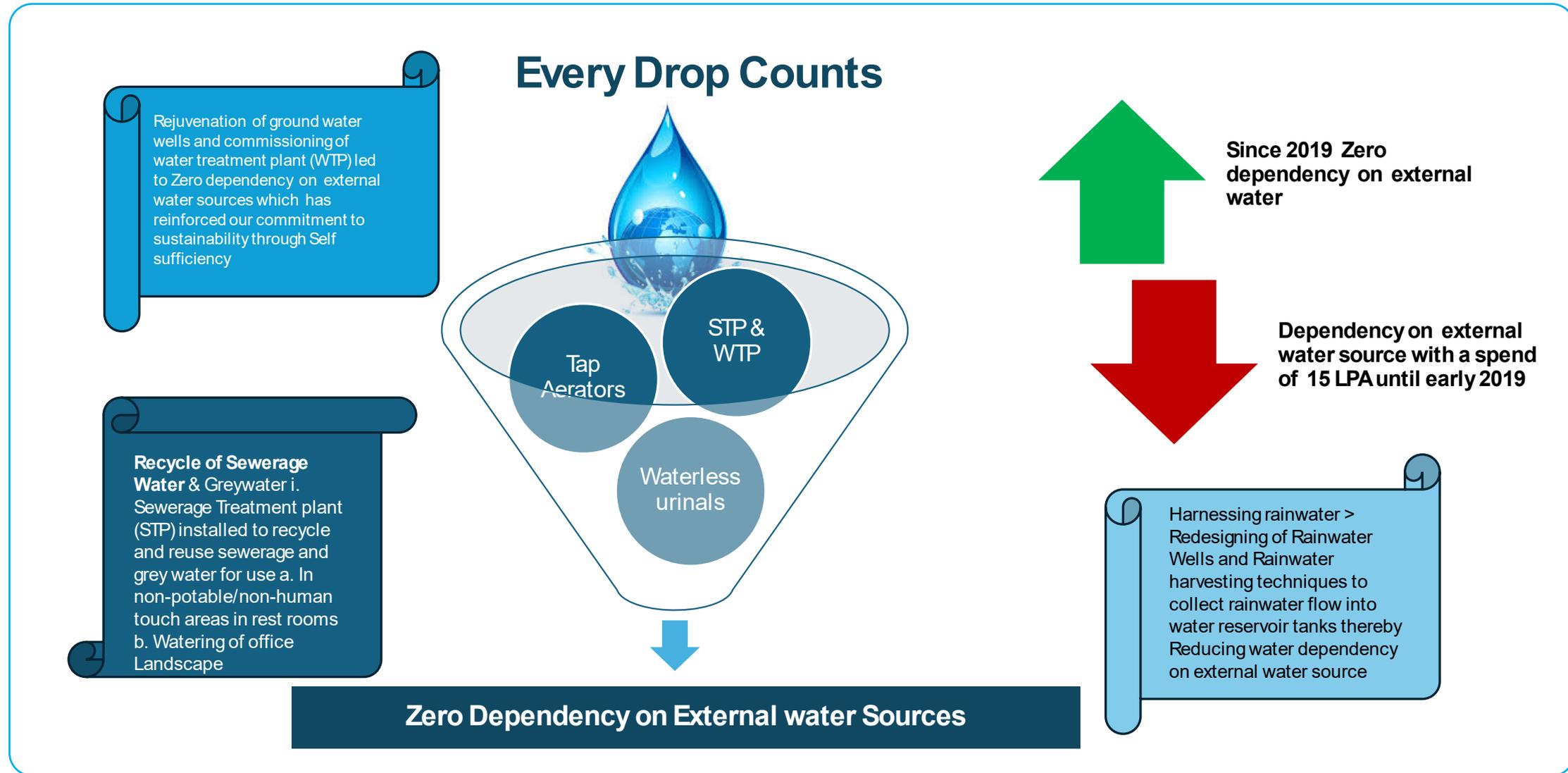
## Water Conservation and Responsible Use

- Employee awareness initiatives encourage responsible water consumption and promote water-sensitive behaviour across workplaces.
- Reduction in single-use bottled water through reusable drinking solutions and responsible water serving practices during meetings and events.
- Promotion of digital workflows and paper reduction initiatives, indirectly contributing to water conservation associated with paper production.

## Water Recycling and Reuse Practices

- Due to the non-industrial nature of Servion's operations, no process related wastewater discharge is generated.
- Reuse of treated greywater or recycled water for non-potable applications such as sanitation or facility maintenance, where infrastructure permits.
- Support for rainwater harvesting or groundwater recharge initiatives at select locations, where feasible.
- Integration of resource efficiency principles aligned with Servion's broader "Refuse, Reduce, Reuse, Recycle" environmental approach.
- Servion operates Sewage Treatment Plants (STPs) at select facilities to enable treatment and reuse of wastewater for non-potable applications, thereby reducing freshwater dependency. Associated operational and compliance risks are managed through routine monitoring, preventive maintenance, and adherence to applicable regulatory requirements.

# Water Conservation – Sustainability through Self sufficiency



## Net Zero

- Develop a costed decarbonisation roadmap to define a clear, phased pathway towards Servion's long-term Net Zero ambition.
- Increase the share of renewable electricity to at least 25% by 2026 through mechanisms such as Renewable Energy Certificates (RECs) and power purchase agreements (PPAs).
- Conduct baseline energy audits to identify energy-intensive equipment and operational improvement opportunities, enabling targeted energy efficiency measures and cost savings.
- Strengthen energy governance by pursuing ISO 50001 certification for Energy Management in the medium term.
- Undertake comprehensive Scope 3 emissions assessments, including the development of a Scope 3 decarbonisation strategy to improve value-chain emissions visibility.
- Enhance energy and emissions data quality through improved monitoring systems to support year-on-year emissions reductions and informed decision-making
- As Servion continues to advance its sustainability journey, the organization aims to strengthen water monitoring practices, enhance data visibility, and identify further opportunities to improve water efficiency across its workplaces.



## People & Culture

Servion recognizes that its people, communities, and customers are central to long-term business success. The organization is committed to fostering an inclusive, safe, and supportive workplace while contributing positively to society through responsible business practices and community engagement.

Servion places strong emphasis on building a skilled, motivated, and engaged workforce. The organization strives to create a work environment that promotes professional growth, collaboration, and employee well-being.

### Key focus areas include:

- Diversity, Equal opportunity & Inclusion
- Talent attraction & Retention
- Learning & Development
- Human Rights
- Employee Wellness



# Workplace Capability & Well being

## Goal 2: Foster a diverse and inclusive work environment where everyone feels valued

### Aligned SDGs :



### Targets:

- Increase the representation of women in managerial roles to 19% by 2028, with a progressive improvement from current levels.
- Increase the overall representation of women in the workforce to 23% by 2028, supported through inclusive hiring and retention practices.
- Reduce the overall employee attrition rate to 14% by 2028 through improved employee engagement, learning opportunities, and well-being initiatives.
- Strengthen gender diversity in new hiring, with continued focus on improving female representation across roles and functions.
- Maintain a high intern-to-full-time conversion rate of approximately 90%, supporting early talent development and workforce continuity.

## Goal 3: Invest in employee development to maintain a highly skilled workforce

### Aligned SDGs :



### Targets:

- Increase average training hours per employee to 10 hours by 2026 and 16 hours by 2029.

## Diversity, Equity & Inclusion (DEI)

Servion is committed to providing equal opportunities and fostering a diverse and inclusive workplace where employees are respected and valued irrespective of gender, background, or identity.

### Key DEI principles include:

- Fair recruitment and career advancement practices
- Inclusive workplace culture
- Non-discrimination and equal opportunity

By promoting diversity and inclusion, the organization strengthens innovation, collaboration, and organizational resilience

### Targets and Focus Areas

Servion is committed to fostering a diverse and inclusive workplace and aims to:

- Increasing the representation of women in managerial roles
- Improving overall gender diversity within the workforce
- Monitoring attrition rates and gender diversity in new hires
- Tracking intern-to-full-time conversion rates

### Way forward

- Women-focused hiring and leadership development initiatives
- Implementation of inclusive hiring practices, including PWD-inclusive policies
- Improving workplace accessibility across locations
- Training and sensitisation programmes to address unconscious bias
- Periodic employee engagement and feedback surveys

# Learning & Development

Continuous learning is critical in a rapidly evolving digital landscape. Servion actively invests in employee learning and development (L&D) initiatives to enhance technical, functional, and leadership capabilities.

**Learning initiatives focus on:**

- Technical and digital skills
- Leadership and managerial development
- Role-based and functional training
- Continuous upskilling to meet evolving business needs

**Servion aims to continuously strengthen employee capabilities by:**

- Increasing average training hours per employee year-on-year
- Expanding leadership development and role-based learning programs
- Improving coverage of performance and career development reviews across employee categories

Work Force %	Training Hours
0 - 25	10
26 - 45	7
46 - 65	5
66 - 85	3
86 - 100	2



## Average Training Hours per Employee (by Level and Gender)

Employee Category	2025		2024	
	Male (Hours)	Female (Hours)	Male (Hours)	Female (Hours)
Senior Management	2.89	0	0.31	0.15
Middle Management	1.72	1.26	0.49	0.77
Junior Management	1.13	1.18	1.12	1.02

## Skill Upgradation & Transition Assistance Programs (2025)

Employee Category	Program Implemented
Senior Management	HQ Leadership Training Program
Middle Management	HQ Leadership Training Program
Junior Management	Not Applicable

## Performance & Career Development Review Coverage

Employee Category	2025		2024	
	Male (Hours)	Female (Hours)	Male (Hours)	Female (Hours)
Senior Management	4%	0.14%	4%	0.44%
Middle Management	29%	5%	27%	4%
Junior Management	48%	14%	49%	16%

### Way forward

In line with its capability-building objectives, Servion plans to implement a range of structured learning initiatives, including:

- High-potential development programmes for critical talent at managerial levels and above
- Leadership development programmes for senior leaders
- Sales enablement and coaching for senior sales leadership
- Role-based behavioural training aligned with individual development plans (IDPs)
- First-time manager training programmes for emerging leaders
- Client-specific training interventions for key accounts
- Mandatory training programmes covering Sustainability policies, POSH, information security (ISMS), and related compliance areas

# Employee Health, Safety & Wellness



Servion is committed to maintaining a safe and healthy work environment for all employees. The organization promotes employee well-being through supportive workplace policies and initiatives aimed at physical, mental, and emotional health.

## Key initiatives include:

### • Safe and Supportive Work Environment

- Maintenance of safe working conditions across office-based operations
- Emphasis on psychological safety and respectful workplace practices

### • Proactive Employee Engagement

- Monthly one-on-one check-ins covering approximately 90% of target employees, supported by RAG (Red–Amber–Green) analysis to enable early intervention and support
- Group engagement sessions conducted for employees across key client accounts to strengthen connection and collaboration
- Structured recognition through quarterly appreciation programs and annual leadership awards

### • Flexible Work Practices & Work-Life Balance

- Hybrid work model with work-from-home options, flexible working hours, and compressed workweeks
- Paid time off to support rest, recovery, and personal commitments
- Family-friendly policies, including parental leave and menstrual leave

### • Health & Wellness Initiatives

- Comprehensive health insurance coverage, including preventive care and mental health services
- Employee wellness programs focusing on fitness, stress management, and overall well-being
- Periodic health screenings such as eye tests, dental check-ups, and basic health assessments
- Promotion of healthy lifestyles through fitness incentives and wellness activities

Employee well-being is viewed as a key enabler of sustained performance and engagement

# Human Rights & Ethical Labour Practices

Servion respects internationally recognized human rights principles and is committed to maintaining ethical, fair, and inclusive labour practices across its operations. These principles guide how the organization treats its employees and engages with partners and stakeholders.

## Core Commitments

- Respect for human rights across all operations and business relationships.
- Zero tolerance for child labour, forced labour, or involuntary employment practices.
- Fair employment practices, including equitable compensation, non-discrimination, and merit-based growth opportunities.

- Safe and confidential grievance redressal mechanisms that enable employees to raise concerns without fear of retaliation.

These commitments are embedded within Servion's internal policies, codes of conduct, and operational practices, reinforcing a culture of integrity, dignity, and accountability



# Good Governance Foundation

Servion's governance framework is anchored in a robust Good Governance Foundation, which establishes consistent ethics, compliance, and oversight mechanisms across all business functions. This foundation enables effective decision-making, strengthens risk management, and ensures accountability at all organisational levels

## Key governance themes include:

- Client value creation through reliable service delivery and long-term trust
- Integration of sustainability oversight into leadership accountability and enterprise risk management
- Strong cybersecurity and data privacy practices to protect sensitive customer and client information
- Ethical alignment of suppliers and partners with Servion's standards

Governance responsibilities are supported through cross-functional collaboration, involving Finance, Legal & Compliance, IT Management, Supply Chain Management, and Information Security teams.

## Conflicts of Interest

Servion maintains structured procedures for identifying, reporting, and managing conflicts of interest. Employees, directors, and relevant stakeholders are required to disclose any actual, potential, or perceived conflicts that may influence objective decision-making. Such disclosures are reviewed through established governance mechanisms, with involvement from Human Resources, Legal, and Compliance functions where necessary, to ensure transparency, fairness, and adherence to ethical standards.

## Goal 4: Secure Servion Environment by 2027

### Targets:

- By FY 2026 (Phase 1): Achieve 85% security compliance across Top 20 priority clients.
- By FY 2026 (Phase 2): Achieve 80% security compliance across the next 20 client accounts.
- By FY 2027: Attain 85% coverage of External Attack Surface Threat Management, strengthening proactive cyber risk detection and response.

### Aligned SDGs :



## Goal 6: Customer Satisfaction

### Targets:

- Regularly collect customer feedback through structured surveys and periodic reviews.
- Leverage data analytics to identify improvement opportunities in customer service delivery and product offerings.
- Integrate customer insights into service enhancement and continuous improvement initiatives.
- Improve Net Promoter Score to 75% by FY 2027.
- Maintain CSAT score of 9 by FY 2026.

### Aligned SDGs :



## Goal 5: Enterprise – Risk Register Implementation

### Targets:

- Enterprise risk register implementation by FY 2026
- Improved audit compliance ratings through structured risk governance

### Aligned SDGs :



## Goal 7: Embed sustainability criteria into procurement processes to drive responsible sourcing practices.

### Targets:

- 100% data security & privacy (PII access) evaluation for all new critical suppliers by FY 2026, sustained through FY 2028.
- Achieve 100% data security & privacy (PII access) evaluation for all ongoing critical suppliers by FY 2027.
- Increase Sustainability evaluation coverage for Tier 2 ongoing suppliers from 10% in FY 2026 to 50% by FY 2028.
- Ensure Sustainability evaluation for all new Tier 2 suppliers reaches 100% by FY 2027.

### Aligned SDGs :



# IT Practices & Cybersecurity

As a digital services provider, information security and cybersecurity are critical governance priorities for Servion. The organisation is committed to securing its technology environment, protecting customer and employee data, and strengthening cyber resilience across systems and operations.

Servion's cybersecurity strategy focuses on vulnerability management, secure cloud adoption, third-party risk assessments, and incident preparedness. These efforts are supported by structured governance processes, technology controls, and continuous monitoring.

## Key initiatives include:

- Expansion of vulnerability management and VAPT programmes
- Strengthening data mapping, classification, and protection controls
- Cloud security and privacy compliance implementation
- Third-party technology risk assessments and centralised vendor inventory
- Incident response planning, breach notification processes, and cybersecurity playbooks

## Way forward:

- Strengthen the scope and effectiveness of the vulnerability management program to proactively identify and mitigate security risks across systems and applications.
- Enhance enterprise-wide data mapping, critical asset identification, and data classification processes to improve visibility and protection of sensitive information.
- Establish comprehensive security and privacy requirements for cloud-based services to ensure consistent controls across digital platforms.
- Implement structured third-party risk

assessments for technology service providers and maintain a centralized inventory of third-party vendors.

- Strengthen data protection governance through Data Protection Impact Assessments (DPIAs), deployment of Data Loss Prevention (DLP) controls, and formal breach response and notification mechanisms.
- Conduct regular Vulnerability Assessment and Penetration Testing (VAPT) to identify, prioritize, and remediate cybersecurity vulnerabilities.
- Deploy a Digital Risk Protection Platform to monitor, detect, and respond to external digital threats.

- Enhance cybersecurity leadership and oversight through the engagement of a Fractional Chief Information Security Officer (CISO).
- Perform security assessments across delivery functions to ensure alignment with internal security standards and customer expectations.
- Strengthen incident preparedness through defined incident response plans, internal reporting timelines, and dedicated phishing and ransomware response playbooks.

# Enterprise Risk Management

Servion recognises effective risk management as a cornerstone of good governance. Enterprise Risk Management (ERM) processes are designed to identify, assess, monitor, and mitigate strategic, operational, regulatory, and Sustainability-related risks.

The organisation is progressing towards the implementation of a comprehensive enterprise-wide risk register, supported by regular risk identification, monitoring, and mitigation tracking across departments.

- Development and rollout of a standardised risk register template
- Increasing departmental participation in risk identification and reporting
- Strengthening mitigation plan completion and audit compliance

## Way Forward

- Develop and standardize a comprehensive risk register template to ensure consistent risk identification, documentation, and monitoring across the organization.
- Increase adoption of the risk register across departments through awareness, training, and integration into regular business and decision-making processes.
- Strengthen the frequency and effectiveness of risk identification by encouraging periodic risk reporting and monthly recording of risks across all business units.
- Improve mitigation plan execution by tracking action plans, responsibilities, and timelines to enhance overall mitigation plan completion rates.
- Enhance audit readiness and governance oversight by improving alignment of the risk register with internal and external audit requirements and compliance frameworks.



# Customer Satisfaction

Maintaining high levels of customer satisfaction is a core governance priority for Servion. The organisation actively monitors customer experience, service reliability, and feedback to ensure consistent delivery of value and trust.

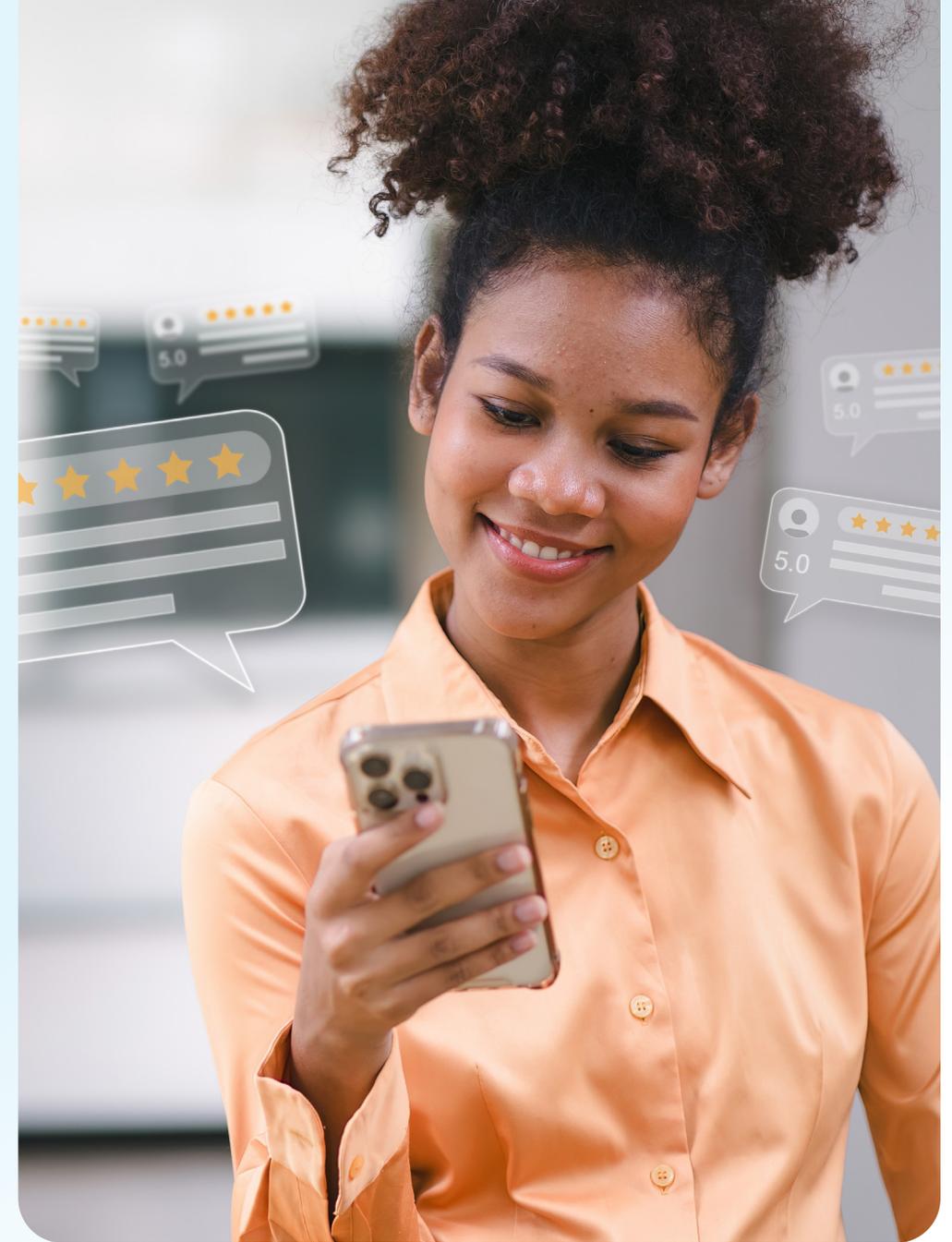
Governance mechanisms ensure that customer insights are integrated into service improvement, operational planning, and performance monitoring.

## Key governance commitments include:

- Regular measurement of customer satisfaction metrics such as CSAT and Net Promoter Score (NPS)
- Use of customer feedback and analytics to identify improvement opportunities
- Structured customer engagement through reviews, workshops, and success programmes

## Way forward

- Develop a customer success program to proactively monitor client needs and support achievement of their business goals.
- Host customer roundtables and workshops to foster collaboration and address key challenges.
- Regularly measure customer satisfaction through metrics such as Net Promoter Score (NPS) and Customer Satisfaction Score (CSAT).
- Maintain a structured customer feedback system to gather insights and identify areas for continuous improvement.
- Provide dedicated customer support channels with knowledgeable and responsive representatives.



# Sustainable Procurement and Responsible Supply Chain

Servion integrates sustainability and governance principles into its procurement processes to promote responsible sourcing and supplier accountability. The organisation seeks to ensure that suppliers meet expectations related to data security, privacy, environmental responsibility, and ethical conduct.

- Supplier evaluation based on data security, privacy, and environmental criteria
- Sustainability risk screening during supplier onboarding
- Supplier awareness of Servion's Code of Conduct and sustainability expectations

## Way forward

- Train procurement and supplier management teams on Sustainability risks and screening.
- Classify and prioritise suppliers based on data security, privacy criticality, and Sustainability impact.
- Obtain signed acknowledgements of the Supplier Code of Conduct.
- Launch periodic supplier sustainability surveys and feedback sessions.



# Ethical Conduct, Compliance, and Accountability

Servion is committed to the highest standards of ethical behaviour and regulatory compliance. Governance policies, including the Code of Conduct, anti-bribery and anti-corruption principles, and compliance frameworks, guide responsible business practices across the organisation.

## Mechanisms are in place to:

- Ensure compliance with applicable laws and regulations
- Promote ethical decision-making
- Enable confidential grievance and whistleblower reporting
- Investigate and address concerns fairly and without retaliation

## Governance Maturity and Continuous Improvement

As this is Servion's inaugural sustainability report, governance systems and disclosures

are at an early stage of maturity. The organisation is committed to strengthening governance practices over time through:

- Clearer governance KPIs and targets
- Enhanced data management and reporting systems
- Deeper integration of Sustainability considerations into enterprise risk management and strategic planning

Through continuous improvement and strong leadership oversight, Servion aims to ensure that governance remains a key enabler of sustainable growth, resilience, and stakeholder trust.



# Corporate Social Responsibility (CSR)

Servion seeks to contribute positively to society through a structured CSR approach aligned with its organisational values, stakeholder expectations, and broader societal priorities. As a services-led organisation, CSR efforts focus on education, skill development, community well-being, and employee participation.

## Goal 8: Establish a structured and impactful CSR program aligned with Servion's values and stakeholder expectations

Aligned SDGs :



## Driving Positive Community Contribution

Servion supports initiatives that improve social well-being and contribute to long-term community development in our areas of operation. Our programs are designed to address relevant social needs while ensuring responsible and ethical engagement with local communities.

## Focused Social Impact Strategy

We are working towards defining clear social impact priority areas aligned with Servion's values, core capabilities, and geographic presence. This focused approach enables us to deliver measurable outcomes and build long-term, sustainable programs rather than short-term interventions.

## Strategic Partnerships

We collaborate with credible and experienced local non-governmental organisations (NGOs), social enterprises, and community institutions to scale impact and ensure effective program implementation. These partnerships help strengthen local engagement, improve transparency, and enhance program outcomes.

## Employee Volunteering and Participation

Employee participation is a key pillar of Servion's CSR philosophy. We encourage employees to contribute to community initiatives through structured volunteering programs, skill-based volunteering opportunities, and matched giving schemes. These initiatives help foster a culture of social responsibility and strengthen employee engagement.

## Way forward

- Formation of a CSR Committee comprising cross-functional leadership
- Global CSR policy
- Development of a CSR strategy aligned with UNSDGs
- Launch of an annual "CSR Day" or "Volunteering Week" to encourage employee participation

# GRI Index

## Statement of use

Servion Global Solutions has reported the information cited in this GRI Content Index for the period 1 April 2024 to 31 March 2025 with reference to the GRI Standards.

## GRI 1 used

GRI 1: Foundation 2021

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION
<b>GRI 2: General Disclosures 2021</b>	2-1 Organizational details	
	2-2 Entities included in the organization's sustainability reporting	Servion as an Organization
	2-3 Reporting period, frequency, and contact point	Reporting Framework and Boundary
	2-4 Restatements of information	About this Report
	2-5 External assurance	Corrections and Re-statements
	2-6 Activities, value chain, and other business relationships	Assurance
	2-7 Employees	Servion as an Organization
	2-8 Workers who are not employees	Reporting Framework and Boundary
	2-9 Governance structure and composition	Sustainability Governance Structure
	2-10 Nomination and selection of the highest governance body	Sustainability Governance Structure
	2-11 Chair of the highest governance body	Sustainability Governance Structure
	2-12 Role of the highest governance body in overseeing the management of impacts	Sustainability Governance Structure
	2-13 Delegation of responsibility for managing impacts	Sustainability Governance Structure
	2-14 Role of the highest governance body in sustainability reporting	Sustainability Governance Structure
	2-15 Conflicts of interest	Governance – Ethical Business Conduct

	2-16 Communication of critical concerns	Governance – Grievance Redressal & Whistleblower Mechanism
	2-17 Collective knowledge of the highest governance body	Governance
	2-18 Evaluation of the performance of the highest governance body	Governance
	2-22 Statement on sustainable development strategy	Message from the CEO; Sustainability at Servion
	2-23 Policy commitments	Governance – Ethical Business Conduct
	2-24 Embedding policy commitments	Governance
	2-25 Processes to remediate negative impacts	Governance – Risk Management & Remediation
	2-26 Mechanisms for seeking advice and raising concerns	Governance – Whistleblower Mechanism
	2-27 Compliance with laws and regulations	Governance – Compliance and Regulatory Adherence
	2-28 Membership associations	Servion as an Organization
	2-29 Approach to stakeholder engagement	Stakeholder Engagement; Materiality Assessment
	<b>GRI 3: Material Topics 2021</b>	3-1 Process to determine material topics
3-2 List of material topics		Material Topics
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Environmental, Social and Governance Sections

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION
<b>GRI 205: Anti-corruption 2016</b>	205-1 Operations assessed for risks related to corruption	Governance – Risk Management & Ethical Conduct
	205-2 Communication and training about anti-corruption policies and procedures	Governance – Ethical Business Conduct
	205-3 Confirmed incidents of corruption and actions taken	Governance – Ethical Business Conduct
<b>GRI 302: Energy 2016</b>	302-1 Energy consumption within the organization	Environmental – Energy Management
	302-3 Energy intensity	Environmental – Energy Management
	302-4 Reduction of energy consumption	Environmental – Targets and Way Forward
<b>GRI 305: Emissions 2016</b>	305-1 Direct (Scope 1) GHG emissions	Environmental – GHG Emissions
	305-2 Energy indirect (Scope 2) GHG emissions	Environmental – GHG Emissions
	305-3 Other indirect (Scope 3) GHG emissions	Environmental – GHG Emissions
	305-4 GHG emissions intensity	Environmental – GHG Emissions
	305-5 Reduction of GHG emissions	Environmental – Targets and Way Forward
<b>GRI 306: Waste 2020</b>	306-1 Waste generation and significant waste-related impacts	Environmental – Waste Management
	306-2 Management of significant waste-related impacts	Environmental – Waste Management
	306-3 Waste generated	Environmental – Waste Management

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION
<b>GRI 401: Employment 2016</b>	401-1 New employee hires and employee turnover	Social – Workforce Capability & Well-being
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Social – Workforce Capability & Well-being
	401-3 Parental leave	Social – Workforce Capability & Well-being
<b>GRI 404: Training and Education 2016</b>	404-1 Average hours of training per year per employee	Social – Learning & Development
	404-2 Programs for upgrading employee skills and transition assistance programs	Social – Learning & Development
	404-3 Percentage of employees receiving regular performance and career development reviews	Social – Learning & Development
<b>GRI 405: Diversity and Equal Opportunity 2016</b>	405-1 Diversity of governance bodies and employees	Social – Diversity, Equity & Inclusion
<b>GRI 406: Non-discrimination 2016</b>	406-1 Incidents of discrimination and corrective actions taken	Social – Human Rights & Ethical Labour Practices
<b>GRI 306: Waste 2020</b>	413-1 Operations with local community engagement, impact assessments, and development programs	Social – Corporate Social Responsibility
<b>GRI 401: Employment 2016</b>	413-1 Operations with local community engagement, impact assessments, and development programs	Social – Corporate Social Responsibility
<b>GRI 418: Customer Privacy 2016</b>	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Governance – Data Privacy & Information Security

# Annexure

## GHG Emission Estimation

Energy and greenhouse gas (GHG) emission quantification for Servion has been carried out in accordance with the Greenhouse Gas (GHG) Protocol – Corporate Accounting and Reporting Standard, developed by the World Resources Institute (WRI) and the World Business Council for Sustainable Development (WBCSD).

This methodology ensures transparency, consistency, and comparability of emissions data across reporting periods.

GHG emissions have been estimated based on energy consumption, refrigerant usage, and selected value chain activities relevant to Servion’s operations as a technology-driven services organisation.

### Emission Sources Considered

GHG emissions have been assessed across the following categories:

- Direct emissions from fuel consumption and refrigerant leakage
- Indirect emissions from purchased electricity
- Other indirect emissions across the value chain, including procurement, travel, commuting, waste, and leased assets

### Scope 1 Emissions – Direct Emissions

Scope 1 emissions arise from sources owned or controlled by Servion and include:

#### Stationary Combustion

Emissions from diesel consumption in backup power systems have been calculated using fuel consumption data and relevant emission factors.

## Fugitive Emissions

Emissions from refrigerant leakage associated with air-conditioning and cooling equipment have been calculated using DEFRA GHG Conversion Factors. The quantity of refrigerant refilled is multiplied by the applicable Global Warming Potential (GWP). A conservative approach has been applied by considering the highest applicable emission factor where required.

For FY 2024–25, refrigerant-related emissions (primarily R-22) constituted the majority of Scope 1 emissions. Servion applies a conservative estimation approach by using the highest applicable emission factor where required to ensure accuracy and completeness.

### Scope 2 Emissions – Indirect Emissions from Purchased Electricity

Scope 2 emissions arise from electricity consumed at Servion’s operational locations.

Electricity consumption data (kWh) has been multiplied by the Central Electricity Authority (CEA), Government of India grid emission factor using the location-based method, in line with the GHG Protocol.

### Scope 3 Emissions – Other Indirect Emissions

Scope 3 emissions include indirect emissions occurring across Servion’s value chain. Emissions have been estimated using a combination of spend-based, activity-based, and distance-based methodologies in line with the GHG Protocol – Corporate Value Chain (Scope 3) Accounting and Reporting Standard.

## Scope 3 Categories, Methodology and Emission Factors

Scope 3 Category	Methodology	Emission Factor Source
Purchased goods and services	Spend-based approach using total expenditure multiplied by sector-specific emission factors	Exiobase v2.2.1
Capital goods	Expenditure-based estimation for machinery, equipment, and infrastructure	Exiobase v2.2.1
Fuel and energy-related activities	Electricity transmission and distribution losses using CEA factors; upstream fuel emissions using well-to-tank factors	DEFRA / UK Government GHG Factors
Waste generated in operations	Waste quantity multiplied by disposal method-specific emission factors	DEFRA 2025
Business travel	Mode- and distance-based calculation using transport-specific emission factors	DEFRA 2025
Employee commuting	Average commuting distance, transport mode, and working days	DEFRA 2025
Upstream leased assets	Energy consumption-based estimation	DEFRA 2025
Downstream leased assets	Energy and usage-based estimation	DEFRA 2025

### Data Quality and Future Improvements

As this is Servion’s first sustainability reporting cycle, GHG data collection processes are currently evolving. Certain Scope 3 categories are based on estimates and assumptions aligned with best practices. Servion plans to enhance data accuracy through improved digital systems, stronger supplier engagement, and expanded activity-based data collection in future reporting cycles.

Servion’s emissions management approach supports its broader climate ambition and its planned alignment with the Science Based Targets initiative (SBTi), which will guide the development of future emissions reduction targets.

### GHG Emissions Intensity

In addition to reporting absolute emissions, Servion monitors greenhouse gas (GHG) emissions intensity to evaluate emissions performance relative to organisational size. GHG emissions intensity is calculated by dividing total emissions by the average number of employees during the reporting period. For FY 2024–25, the combined Scope 1 and Scope 2 emissions intensity was 0.81 tCO<sub>2</sub>e per employee, compared to 0.765 tCO<sub>2</sub>e per employee in FY 2023–24. Scope 3 emissions intensity for FY 2024–25 was 3.26 tCO<sub>2</sub>e per employee, compared to 2.3 tCO<sub>2</sub>e per employee in FY 2023–24. Monitoring emissions intensity enables Servion to track operational efficiency trends and supports data-driven decision-making as part of its long-term climate and decarbonisation strategy.

# Performance Data

People Performance indicators	Category	FY 2024-25
Number of employees	Male	709
	Female	180
New Hires	Male	198
	Female	102
Turnover rate	Male	41.6%
	Female	46.6%
Number of employees that took parental leave	Male	25
	Female	21
Number of employees returned to work.	Male	25
	Female	20
Rate of fatalities as a result of work-related injury	Employees	0
	Workers	0
Total recordable work-related injuries	Employees	0
	Workers	0
No. of fatalities	Employees	0
	Workers	0

## Environment Performance indicator (302-3)(303-4,303-5)(305-4) (305-7)

Parameter	Unit	FY 2024-25
Stationary Combustion (diesel)	tCO2e	10.22
Fugitive Emissions (R-22, R-134a, CO2)	tCO2e	126.72
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	tCO2e	136.94
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	tCO2e	585.46
Total Scope 1 + 2 Emissions	tCO2e	722.4
Total Scope 3 emissions	tCO2e	2905.21
Total GHG Emissions Scope 1 + 2 + 3 emissions	tCO2e	3627.61
Total Scope 1 and Scope 2 emissions per employee (intensity)	tCO2e/employee	0.81
Total Scope 3 emissions per employee (intensity)	tCO2e/employee	3.27
Total Scope 1 + 2 + 3 emissions per employee (intensity)	tCO2e/employee	4.08
Energy Consumption	TJ	3.12
Total electricity consumption	TJ	3.12
Total energy consumed from renewable sources	TJ	0
Total fuel consumption	TJ	0.148
Energy intensity per employee	TJ/employee	0.0035

Waste Generated	(306-4,306-5)	
Plastic waste	T	0.03
E-Waste	T	0.14
Bio-Medical Waste	T	0
Battery Waste	T	5.22
Other Hazardous waste.	T	0
Non-hazardous waste generated	T	5.14
<b>Total</b>	<b>T</b>	<b>10.51</b>
<b>Category of waste disposed</b>		
Recycled	T	5.94
Re-used	T	0
Other recovery operations (safely disposed)	T	0
Incineration	T	0
Landfilling	T	4.57
Other disposal operations (Co-processing)	T	0
<b>Total</b>	<b>T</b>	<b>10.51</b>



An ITC Initiative



# Certificate of Appreciation

We take great pleasure in awarding certificate of appreciation to

**SERVION GLOBAL SOLUTIONS LIMITED - TARAMANI**

for partnering with WOW-Wellbeing Out of Waste, a Nationwide recycling initiative of ITC and contributing 574 Kgs of dry recyclable waste for recycling during the FY 2024-2025

**Let us make India Clean & Green**

**R. RAVEENDRAN**  
HONOURABLE SECRETARY  
RAAC

**SIB SANKAR BANDYOPADHYAY**  
EXECUTIVE VICE PRESIDENT - HR & CSR  
ITC LIMITED  
PAPERBOARDS & SPECIALTY PAPERS DIVISION



## Ethical Business Practices Performance indicators (2-16)

	FY 2024-25	
	Received during the year	Pending resolution at end of year
Data privacy	0	0
Advertising	0	0
Cyber-security	0	0
Delivery of essential services	0	0
Restrictive Trade Practices	0	0
Unfair Trade Practices	0	0
Other- -Packaging, Quality, Transit and others	0	0
Instances of corruption and bribery	0	0
Instances of child labor forced labor, or voluntary labor	0	0
Number of identified discrimination or harassment incidents or corrective actions.	0	0

	2024-25
% of women in whole organization	20.24%
Women Representation in the Board	0%
% of women in Senior management	3.13%
% of women in Middle management	15.16%

# Third-party Assurance Statement



## Assurance statement on third-party verification of sustainability information

Unique identification no.: 3153228186

TÜV SÜD South Asia Pvt Ltd. (hereinafter TÜV SÜD) has been engaged by **Servion Global Solutions Inc.**, 3 Independence Way, Suite 304, Princeton, NJ 08540, USA, to perform an independent assurance of disclosure of sustainability information in the Sustainability Report by **Servion Global Solutions Inc** (hereinafter "Servion Global") for the period from 01 April 2024 to 31 March 2025. The verification was carried out according to the steps and methods described below.

### Scope of the verification

The third-party verification was conducted to obtain limited assurance about whether the sustainability information is prepared "with accordance to" the reporting criteria of the Sustainability Reporting Standards of the Global Reporting Initiative 2021 version (hereinafter "Reporting Criteria").

The following selected disclosures are included in the scope of the assurance engagement for reporting year 01 April 2024 to 31 March 2025 the disclosures of following sustainability indicators in the Sustainability Report", published at Servion Global Solutions Website

- GRI 2: General Disclosure
- GRI 3: Materiality Assessment: 3-1, 3-2, 3-3
- GRI 201: Economic Performance 2016: 201-1,201-2, 201-3, 201-4
- GRI 202: Market Presence 2016: 202-1,202-2
- GRI 203: Indirect Economic Impacts 2016: 203-1, 203-2
- GRI 204: Procurement Practices: 204-1
- GRI 205: Anti-corruption: 205-1, 205-2, 205-3
- GRI 206: Anti-competitive behavior: 206-1
- GRI 207: Tax 2019: 207-1, 207-2, 207-3, 207-4
- GRI 301: Materials 2016: 301-1,301-2,301-3
- GRI 302: Energy: 302-1, 302-2, 302-3, 302-4, 302-5
- GRI 303: Water: 303-1, 303-2,303-3, 303-4, 303-5
- GRI 304: Biodiversity 2016 -304-1, 304-2,304-3, 304-4
- GRI 305: Emissions: 305-1, 305-2, 305-3, 305-4,305-5,305-6,305-7
- GRI 306: Waste: 306-1,306-2, 306-3, 306-4, 306-5
- GRI 308: Supplier Environmental Assessment 2016 : 308-1,308-2
- GRI 401: Employment: 401-1, 401-2, 401-3
- GRI 402: Labour Management: 402-1
- GRI 403: Occupational Health and Safety: 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8, 403-9, 403-10
- GRI 404: Training and Education: 404-1, 404-2, 404-3
- GRI 405: Diversity and Equal Opportunity: 405-1,405-2
- GRI 406: Non-discrimination: 406-1
- GRI 407: Freedom of Association and Collective Bargaining: 407-1
- GRI 408: Child Labor: 408-1
- GRI 409: Forced or Compulsory Labor: 409-1
- GRI 410: Security Practices: 410-1
- GRI 411 : Rights of Indigenous People: 411-1
- GRI 413: Local Communities: 413-1, 413-2
- GRI 414: Supplier Social Assessment 2016: 414-1, 414-2
- GRI 415: Public Policy: 415-1
- GRI 416: Customer Health and Safety: 416-1,416-2
- GRI 417: Marketing and Labeling: 417-1,417-2, 417-3

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- GRI 418: Customer Privacy: 418-1

Other than as described in the preceding paragraph, which sets out the scope of our engagement, we did not perform assurance procedures on the remaining information included in the integrated reporting, and accordingly, we do not express a conclusion on this information. It was not part of our engagement to review product- or service-related information, references to external information sources, expert opinions and future-related statements in the Report.

### Responsibility of the Company

The legal representatives of the Company are responsible for the preparation of the sustainability information in accordance with the Reporting Criteria. This responsibility includes in particular the selection and use of appropriate methods for sustainability reporting, the collection and compilation of information and the making of appropriate assumptions or, where appropriate, the making of appropriate estimates. Furthermore, the legal representatives are responsible for necessary internal controls to enable the preparation of a sustainability report that is free of material - intentional or unintentional - erroneous information.

### Verification methodology and procedures performed

The verification engagement has been planned and performed in accordance with the verification methodology developed by the TÜV SÜD Group, which is based upon the ISAE 3000, and ISO 17029. The applied level of assurance was "limited assurance". Because the level of assurance obtained in a limited assurance, the engagement is lower than in a reasonable assurance engagement, the procedures the verification team performs in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. A limited assurance engagement consists of making inquiries, primarily of persons responsible for the preparation of the Sustainability information and applying analytical and other limited assurance procedures.

The verification was based on a systematic and evidence-based assurance process limited as stated above. The selection of assurance procedures is subject to the auditor's own judgment. The procedures included amongst others:

- Inquiries of personnel who are responsible for the stakeholder engagement und materiality analysis to understand the reporting boundaries.
- Evaluation of the design and implementation of the systems and processes for compiling, analysing, and aggregating sustainability information as well as for internal controls
- Inquiries of company's representatives responsible for collecting, preparing and consolidating sustainability information and performing internal controls
- Analytical procedures and inspection of sustainability information as reported at group level by all locations.
- Assessment of local data collection and management procedures, along with control mechanisms, through offsite verification and onsite survey at selected multiple sites; Below sites were selected for onsite/offsite review

Sl. No.	Company Name	Site Address
<b>Reporting Entity (off-site)</b>		
*	Servion Global Solutions Inc	3 Independence Way, Suite 304, Princeton, New Jersey 08540, USA
<b>On-site</b>		
1	Servion Global Solutions private limited	No 4/600 & 4/197, Dr. VSI Estate Phase II, 7th Street, Thiruvanniyur, Chennai, Tamil Nadu, 600041, India
<b>Off-site</b>		
2	Servion Global Solutions private limited	Kanakia Wall Street, Unit No. B-306A, III floor, Andheri Kuria Road, Chakala, Andheri East, Mumbai, 400093, India
3	Servion Global Solutions MSE Sdn Bhd	Avenue Business Centre, 1B-15, Block 1B, Level 15, Plaza Sentral, Jalan Stesen Sentral 5, Kuala Lumpur – 50470, Malaysia
4	Servion Global Solutions PTE Limited	Spaces Clarke Quay, 4th to 6th Floor, 21 Merchant Road, Park Regis Office Tower, Singapore 058267
5	Servion Global Solutions Co Ltd	75/47 Ocean Tower 2, 23rd Floor, Soi Sukhumvit 19 (Wattana), Sukhumvit Road, Klongtoey-Nua, Wattana, Bangkok 10110, Thailand

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6	Servion Global Solutions FZ-LLC	Business Point Building, Office No. 507 & 406, 5th & 6th Floor, Port Saeed, Deira, Dubai
7	Servion Global Solutions private limited	Al Gharrafah – Street 787 Building # 33, Ground floor – Office # 13, Doha, Qatar
8	Servion Global Solutions private limited	2 Bloor Street West, Suite 700, Toronto, Ontario, M4W 3E2 Canada
9	Servion Global Solutions Private Limited	TRIOS Coworking Private Limited, 1st floor, Indialand, Behind Grand Highstreet Mall, Phase 1, Hinjewadi Rajiv Gandhi Infotech Park, Hinjewadi, Pimpri-Chinchwad, Pune, Maharashtra 411057
10	Servion Global Solutions Private Limited	Saif Suite - Gold Park Q1-1-063 P.O.Box 8722 Sharjah - U.A.E
11	Servion Global Solutions Inc.	7455 Arroyo Crossing, Suite 220, Las Vegas, Nevada, 89113, USA

### Conclusion

On the basis of the assessment procedures carried out from **18-02-2026 & 24-02-2026** (On-Site) & **02-03-2026 & 03-03-2026** (Virtual) , TÜV SÜD has not become aware of any facts that lead to the conclusion that the selected sustainability information has not been prepared, in all material aspects, in reference to the Reporting Criteria.

### Limitations

The assurance process was subject to the following limitations: The subject matter information covered by the engagement are described in the "scope of the engagement". Assurance of further information included in the integrated reporting was not performed. Accordingly, TÜV SÜD did not express a conclusion on this information.

Financial data were only considered to the extent to check the compliance with the economic indicators provided by the GRI Standards and were drawn directly from independently audited financial accounts. TÜV SÜD did not perform any further assurance procedures on data, which were subject of the annual financial audit.

The assurance scope excluded forward-looking statements, product- or service-related information, external information sources and expert opinions.

### Use of this Statement

The Company must reproduce the TÜV SÜD statement and possible attachments in full and without omissions, changes, or additions.

This statement is by the scope of the engagement solely intended to inform the Company as to the results of the mandated assessment. TÜV SÜD has not considered the interest of any other party in the selected sustainability information, this assurance report or the conclusions TÜV SÜD has reached. Therefore, nothing in the engagement or this statement provides third parties with any rights or claims whatsoever.

### Independence and competence of the verifier

TÜV SÜD South Asia Pvt Ltd. is an independent certification and testing organization and member of the international TÜV SÜD Group, with accreditations also in the areas of social responsibility and environmental protection. The assurance team was assembled based on the knowledge, experience and qualification of the auditors. TÜV SÜD South Asia Pvt Ltd hereby declares that there is no conflict of interest with the Company.

Mumbai, (Date)

**Prosenjit Mitra**  
General Manager- Verification, Validation and Audit Management System Assurance

**Rajesh Rajendran**  
Assessment Team Leader, TÜV SÜD Management System Assurance

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