



**Synopsis:**

The Corporate Social Responsibility Policy (“the CSR Policy”) of WNS Global Services Private Limited (“WNS” or “the Company”) demonstrates the commitment of WNS to operate its business in a manner which is sensitive and responsible towards the society and compliant with the relevant directives, regulations and Code of Business Ethics and Practice. The Policy strives to support the Government’s vision for Corporate Social Responsibility.

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## **1. Introduction**

### **1.1. Objectives**

WNS framed its CSR Policy to establish its commitment to serve the community through its various programs under the aegis of WNS Cares Foundation (“WCF”). Since 2004, the Company has been consistently performing various Corporate Social Responsibility (“CSR”) activities under the banner of “WNS Cares”.

CSR at WNS is beyond merely charity and monetary donations. It plays an active role through employee engagement in volunteering activities and is an integral part of the corporate strategy. From need based activities to sustainable initiatives, WNS CSR programs are focused on making a significant difference to society and to improve the overall quality of education for lesser privileged children by taking it beyond academics. The programs are based on a clearly defined social philosophy of helping the lesser privileged to help themselves using the tools provided by us.

### **1.2. Applicability**

The Policy is applicable to WNS Global Services Private Limited and shall apply to all CSR initiatives and activities taken up by the Company.

### **1.3. CSR Activities**

List of CSR activities or programs which WNS plans to undertake generally and in pursuance to Schedule VII and applicable provisions of The Companies Act, 2013 are:

Primary CSR activity of WNS shall be in relation to:

- (i) Promoting education, including special education and employment enhancing vocation skills and livelihood enhancement projects especially among children;
- (ii) Eradicating hunger, poverty and malnutrition, promoting healthcare including preventive healthcare, sanitation and making available safe drinking water especially among children;



- (iii) Setting up homes, hostels, day care centers and such other facilities for children and orphans and adopting measures for reducing inequalities faced by socially and economically backward children.

WNS may also engage in **Other** CSR activities in relation to:

- (iv) Promoting education, including special education and employment enhancing vocation skills and livelihood enhancement projects especially among women, elderly, and the differently-abled;
- (v) Eradicating hunger, poverty and malnutrition, promoting healthcare including preventive healthcare, sanitation and making available safe drinking water especially among women, elderly, and the differently-abled;
- (vi) Promoting gender equality, empowering women, setting up homes and hostels for women; setting up old age homes, day care centers and such other facilities for senior citizens and measures for reducing inequalities faced by socially and economically backward groups;
- (vii) Contributions or funds provided to technology incubators located within academic institutions which are approved by the Central Government;
- (viii) Ensuring environmental sustainability, ecological balance, protection of flora and fauna, animal welfare, agroforestry, conservation of natural resources, and maintaining quality of soil, air and water;
- (ix) Protection of national heritage, art and culture including restoration of buildings and sites of historical importance and works of art; setting up of public libraries; promotion and development of traditional arts and handicrafts;
- (x) Measures for the benefit of armed forces veterans, war widows and their dependents;
- (xi) Training to promote rural sports, nationally recognized sports, paralympic sports and Olympic sports;
- (xii) Rural development projects;



- (xiii) Contribution to the Prime Minister's National Relief Fund or any other fund set up by the Central Government for socio-economic development and relief and welfare of the Scheduled Castes, the Scheduled Tribes, other backward classes, minorities and women; and
- (xiv) Such other activities as are permitted under the applicable provisions of The Companies Act, 2013

## 2. CSR Mission, Vision & Equation at WNS

### 2.1. Mission:

The mission of CSR initiatives in WNS is to **Educate, Empower and Enrich** the under-privileged children / youth.

### 2.2. Vision:

- **Focus** on under-privileged children / youth
- **Educate** beyond academics
- **Empower** them to cross the bridge of social and economic divide
- **Enrich** with real-life skills
- Encourage employees / clients to give back to society

### 2.3. WNS CSR Equation:

$$1^1 = E^3$$

The WNS CSR equation means *“Each one of us has the power to positively impact a life through Education, Empowerment and Enrichment.”*

Education was unanimously chosen as the focus for the CSR initiatives by the employees of WNS in a survey conducted across the organization in 2011.



### 3. The Framework of our CSR Initiatives

WNS CSR initiatives are designed on the following framework:

- Self-sustaining & flexible programs that can be replicated and expanded as per requirement.
- Reach out to underprivileged communities which require educational help.
- Get employee volunteers to implement programs.
- Evaluate success of each program and set the scope to strategy revision.
- Customize programs as per the requirement of the communities targeted.

**CSR Strategy:**

- **Learning Centers:** Designed to administer strategic programs for children living in challenging situations. Programs include computer center, library, remedial education and personality development workshops. The programs are determined keeping in mind the specific requirements of the children as they progress through their school years.
- **Active Volunteering:** Employees are encouraged to take time out from their regular work schedule to help with the education and development of children. Every CSR initiative has employee volunteering at the heart of it.

### 4. WNS' CSR Projects and Programs

Our CSR programs are designed to create the right impact at the right stage, to help a lesser privileged child pursue higher education or be employment-ready. The aim is not just to reach a large number of students through strategic programs, but to ensure that the programs take the child through critical stages of a student life.

Our CSR programs, as outlined below, shall be conducted on a pan-India basis and not beyond the geographical limits of India.

4.1 Table 1: Programs and initiatives can be classified under the following criteria:

Mission	Programs	Implementation	Monitoring
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		<b>Methodology</b>	<b>Process</b>
<b>Educate</b>	<ul style="list-style-type: none"> <li>• Computer literacy, Remedial education</li> <li>• Dictionary drive, Book reading, Educational trips</li> </ul>	<p><b>Customized implementation methodology adopted for specific programs broadly include:</b></p> <ul style="list-style-type: none"> <li>• Engaging with needy schools through partner Non-Governmental Organizations (NGOs)</li> <li>• WNS volunteers reach out to lesser privileged children in the WNS adopted schools and administer the targeted programs</li> </ul>	<ul style="list-style-type: none"> <li>• Half-yearly performance report by partner NGO on the modules covered to be submitted to the CSR Committee</li> <li>• Periodic review by WNS CSR core team and continued feedback from the recipient children group, teachers group, and school authorities who were benefited by the CSR programs</li> </ul>
<b>Empower</b>	<ul style="list-style-type: none"> <li>• Mobile library</li> <li>• Self- defense</li> <li>• Life-skills Workshops</li> </ul>	<p><b>Customized implementation methodology adopted for specific programs broadly include:</b></p> <ul style="list-style-type: none"> <li>• Reaching out to the needy children in the community through partner NGOs</li> <li>• Partnering with</li> </ul>	<ul style="list-style-type: none"> <li>• Periodic report on the subscription data (subscribers and number of books) to be submitted to the CSR Committee</li> </ul>



		<p>professional self-defense academy to train adolescent girl students</p> <ul style="list-style-type: none"> <li>• Driven by the WNS volunteers in the WNS adopted schools</li> </ul>	<ul style="list-style-type: none"> <li>• On-site review and periodic audit by CSR team and relevant feedback from children, teachers, and school authorities</li> </ul>
<b>Enrich</b>	<ul style="list-style-type: none"> <li>• English speaking</li> <li>• E-mentoring, Library, Sports, Art &amp; Craft, Newspaper reading, Mural Painting</li> <li>• Vocational Training</li> </ul>	<p><b>Customized implementation methodology adopted for specific programs broadly include:</b></p> <ul style="list-style-type: none"> <li>• Implemented in WNS adopted schools in partnership with professional language training agency</li> <li>• Leadership team and volunteers from WNS reach out to lesser privileged children in WNS adopted schools</li> <li>• Customized job-relevant vocational training courses conducted by partner agencies</li> </ul>	<ul style="list-style-type: none"> <li>• Periodic performance report by partner agency on the modules covered</li> <li>• Periodic review by WNS CSR team and continued feedback from children, teachers, and school authorities</li> <li>• Periodic data from partner agencies regarding number of courses conducted and number of</li> </ul>





			people trained
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- The CSR Committee shall recommend to the Board of Directors of the Company the amount to be contributed towards the projects and programs related to CSR activities.
- If it is observed that any CSR activity taken up for implementation is found not properly implemented, the CSR Committee may, with approval of the Board of Director of the Company, discontinue funding of the project at any time during the course of implementation and use such funds for any other CSR project.
- The CSR Committee shall obtain feedback from the beneficiaries of the CSR projects, programs and activities. If considered necessary, the effectiveness of the various programs and activity undertaken under the CSR may be evaluated through external agencies for providing the required feed back and inputs to formulate and improve the programs in future.
- All CSR activities and expenses made thereon will be subject to audit by the Company’s auditors.
- Details of the CSR initiatives and implementation shall also be included in the Annual Report of the Company, as per the requirements and format specified under the Companies Act, 2013 and the Companies (Corporate Social Responsibility) Rules, 2014. Further, such details shall also be displayed on the website of the Company.

**4.2 Execution / Implementation Strategy:**

The WNS CSR programs are predominantly driven through schools, which cater to less privileged children from challenging socio-economic backgrounds.

The key pillars to our implementation strategy are:

- **Employee Volunteers**

Employees of the Company volunteer to ensure an end-to-end managing and coordination of CSR activities as desired at respective locations.

Our approach to driving CSR programs with the volunteers includes identification of programs, creation of modules, and coordination with volunteers for administering the program on the designated day and time.

- **Implementation Partners**

WNS partners with Non-Governmental Organizations (NGOs) and institutions/schools to implement its strategic programs. The CSR Committee will select such implementation partners after proper due diligence on them to ascertain whether they possess the necessary and desired competence, management and financial capabilities, integrity and accountability to implement the CSR programs of the Company.

Our approach to implementing CSR programs with NGOs/partners/institutions/schools includes identification of needy areas where intervention is required. This is followed with short listing and finalization of programs to achieve desired impact; and periodic monitoring of program outcomes.

### **4.3 Implementation Schedule**

The programs undertaken by WNS are broadly classified under three key criteria as mentioned in Table 1 above. We execute a range of programs as per monthly calendar schedule. This monthly calendar is created in conjunction with the schools and implementation partners. The program plans are developed based on the needs of the schools and general socio-economic conditions of the specific location. To illustrate, in 2014, WNS introduced a self-defense program for girl students considering the recent surge in crime against women in India.

## **5. Policy Review**

- This policy will be reviewed and altered from time to time, atleast on an annual basis, in light of legislative changes or other prevailing circumstances.
- The CSR Committee is empowered to amend or modify this CSR Policy and such changes shall be placed before the Board of Director of the Company for approval.
- The CSR Committee shall have the power to clarify any doubts or rectify any anomalies that may exist in connection with the effective execution of this Policy.



## **6. Miscellaneous**

- All administrative expenses, including expenditure on wages and salaries, tours and travels, and training and development of personnel deputed on CSR activities would be borne from CSR funds. However, the expenditure in a financial year for building CSR capacities of the personnel as well as the implementing agencies shall not exceed 5% of total CSR expenditure of the Company in such financial year.
- The surplus arising out of these CSR programs (if any) shall not form a part of business profit of the Company and will be re-invested in CSR programs.



**Document Control**

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