



## Corporate Social Responsibility

Corporate Social Responsibility (CSR) is the continuing commitment by companies to behave ethically and contribute to the economic development while improving the quality of life of their workforce and their families as well as of the local community and society at large. As we expand our footprint into more cities around the world, we also take on the responsibility to care for the communities from which we draw our talent. Corporate Citizenship has a critical role to play in shaping our company's success.

**Caring@Genpact** is our global Corporate Social Responsibilities (CSR) initiative.

It involves us as an individual as well as a company and has a cross-functional stakeholder involvement.

We have been successfully able to deliver **Global Business Impact and Local Community Impact**, with **53,000+**

**employees applying their unique skills to serve others.**

## Genpact Volunteers

'Employee Volunteering' was designed to mobilize community service and unleash the potential of our employees. Our mission is to encourage skill-based volunteering i.e. **'Teach a man to fish versus simply giving a man a fish'** and strive for long-term partnerships that deliver sustainable impact. We believe our Volunteer base is the single most important asset we have which far outshines any amount of financial resources we can spend on society.

We have partnered with credible non-profit organizations to support causes which are determined by the employees' preferences and skills. While Europe runs a number of Environment-related volunteering programs, US volunteers for a number of United Way-related causes like Breast Cancer and AIDS. Most of the sites on the east of the globe work primarily on Education-related causes.

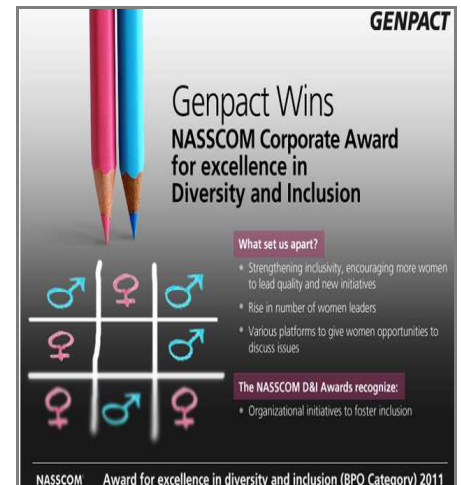
One such program is the Junior Achievement program which opens up the possibilities of career options for underprivileged students and engages volunteers throughout India. China also helps schools maintain their premises

and teach Mathematics and English to the children.

## Diversity in Workforce: Gender

Currently, women represent approximately 37% of Genpact's global headcount. Our VP, Ratnamala Palepu, has been honored with the WILL Recognition Award, under the **WILL Women's Choice Segment** in 2011. Moreover, Genpact has also been awarded **Nasscom's Corporate Award for Excellence in Diversity and Inclusion** for promoting the cause of women in the same year.

To promote gender diversity, we have a global women affinity group called GenWIN (Genpact Women's International Network). The mission of GenWIN is to foster the professional development of our women force.



## Diversity in Workforce: Hiring the Differently-abled

Genpact is proud to engage people with disabilities including the orthopedically challenged, hearing, and visually impaired. These employees are all engaged with different operations and functions, ranging from accounting, insurance, and customer care to hiring and HR shared services. Some of our visually-impaired employees have been with us for more than 3 years and have grown from an associate level to middle management positions, handling different roles and responsibilities and even leading teams. We have also hired candidates with severe to extreme orthopedic and hearing impairment to work in our Insurance vertical.

## Employee Payroll Giving Donations

Genpact has partnered with leading non-profit organizations to provide flexible and transparent platforms that enable employees to donate a small part of their salary to credible local charities with convenience and confidence.

While these programs are voluntary, the employees have the option to change or discontinue their contribution. Today more than **8,000 employees** across India, Mexico, Philippines, Guatemala, and Hungary are cumulatively donating more than **USD \$ 260,000 a year!**

In 2011, Genpact won the India Corporate Giving Challenge and emerged as the number one corporation.



## Environmental Conservation

Genpact Primarily being a service industry does not have major impact on environment and supply chain, however being responsible corporate, we aim to contribute and conserve all the efforts to reduce the impact on Environment to lead a sustainable lifestyle in whatever activities we do.

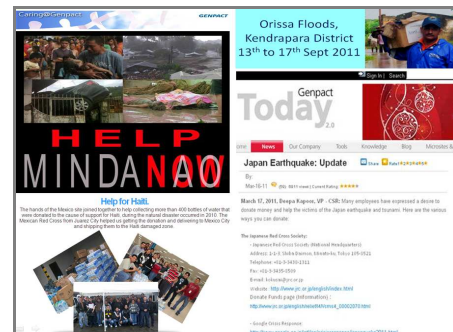


Genpact has adopted Eco-transformation Roadmap towards sustainable future. While the project is primarily led by the Environment Health and Safety (EHS) team, it also involves employees and the operations, processes, sourcing, and engineering teams. Genpact's sustainability journey started in 2006, by developing a BPO/ITES specific environmental policy. The EHS team followed this up by developing a BPO specific EHS Framework and a maturity based scorecard to evaluate its environmental Health and Safety performance. Over the last few years, Genpact has gone a step further and created an Eco-Transformation Roadmap that, since 2007, has guided its environmental initiatives. Genpact periodically reviews its performance and has submitted its first Communication on Progress report under UNGC in 2011.

## Disaster Relief and Social Investments

The victims of natural disaster struggle to rebuild their lives and get back to

their normal routine. Their immediate priority is food, shelter, clothing, medical assistance, and security. Genpact has always **contributed significantly in the recovery process** and has extended all the necessary support and resources to the victims.



We present solutions that leverage our unique competencies and our donations are targeted at sustainable and scalable socio-economic developments. In 2010, we have supported the cause of employability, healthcare, environment and inclusion of rural folks and differently-abled folks.

In addition, Genpact is currently involved in various other **ongoing social investments programs**. Two programs which merit mention are Primary Healthcare Dispensary and Industry-Academia Partnership.

## Recycle of Used IT Equipment

Genpact has been in the process of streamlining IT asset donation programs, including End-to-End process from testing to assessing longevity, reloading OS, suggesting affordable Annual Maintenance Costs (AMC), and prescribing vendors for e-Waste disposal.

So far, we have disposed over 23,365 systems and laptops through authorized 'e-Waste' vendors.

In addition, we have donated over 2,453 systems to educational outfits and non-profit organizations in India.