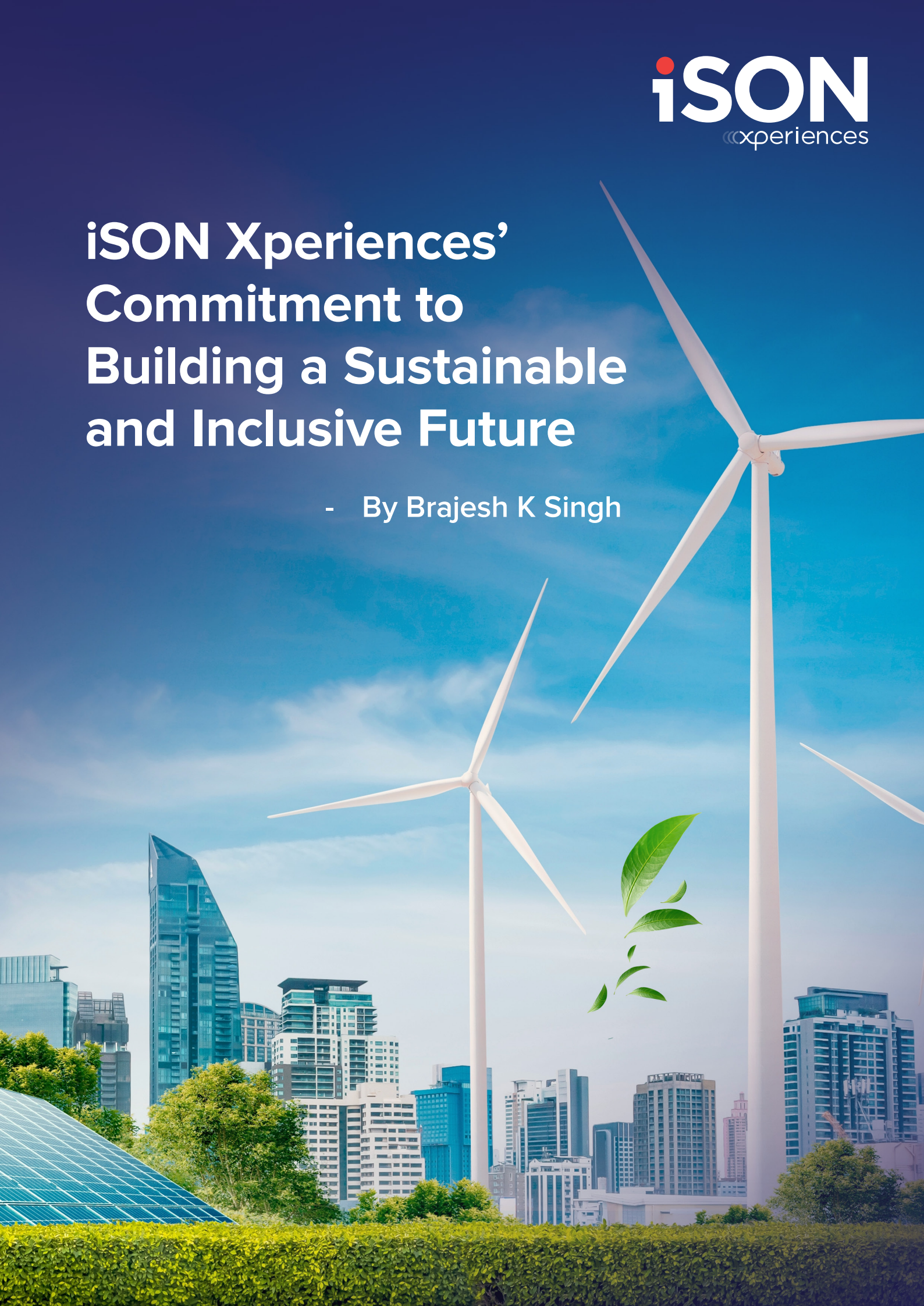


iSON Xperiences' Commitment to Building a Sustainable and Inclusive Future

- By Brajesh K Singh



Sustainability and its connection to ESG

"The most widely accepted definition of sustainability is meeting the needs of the present without compromising the ability of future generations to meet their own needs."

We humans have been curious to understand and quantify our relationship to nature. Social metabolism also supports that throughout human history we have generally been unaware of our effect on natural system and its consequences

Sustainability refers to a holistic approach that ensures businesses operate in a manner that protects the environment, supports social equity, and promotes sound governance. These practices help an organization balance its economic growth with environmental and social responsibilities. Sustainability is deeply integrated with Environmental, Social, and Governance (ESG) principles, where businesses are evaluated on how well they manage their environmental impact, their relationships with stakeholders, and their internal governance.

We have witnessed that ESG factors are increasingly used by investors, regulators, clients consumers and other interested parties to evaluate a company's long-term growth and health, inherent risk, and contribution to society at large. These aspects have become key criteria for decisions related to new investments, new business, brand positioning and consumer behaviour.



iSON Xperiences' ESG Strategy: Inspired by Global Frameworks

iSON Xperiences' ESG strategy is not only rooted in its commitment to sustainability but also aligns closely with international guidelines and frameworks that shape global sustainability and ethical business practices. Here's how these global initiatives inspire iSON Xperiences' approach:

1. Sustainable Development Goals (SDGs)

The United Nations' SDGs serve as a universal call to action for ending poverty, protecting the planet, and ensuring prosperity for all by 2030. iSON Xperiences aligns its ESG practices with the following SDGs:

Goal 7: Affordable and Clean Energy – Through initiatives like installing solar panels, preference to renewable energy sources and optimizing energy consumption by employee awareness and technology interventions, we are actively contributing to cleaner, more sustainable energy use. In addition to meeting our own electricity needs we also plan to share additional electricity generated through solar power to power grid or neighbouring localities. Priority is given to renewable energy over non-renewable energy

Goal 8: Decent Work and Economic Growth – At iSON Xperiences, we actively promote fair wages, non-discriminatory hiring practices, and development opportunities for all employees. Our DEI policies ensure that we foster a diverse workforce, creating pathways for marginalized groups and enhancing economic inclusion. The use of technologies like RPA and AI coupled with employee well-being programs ensures a balance between innovation and equity.

Goal 13: Climate Action – our commitment to reducing carbon emissions through green



initiatives also aligns with the principle of inclusion. We aim to minimize our environmental impact while fostering a sense of responsibility among all employees, regardless of their roles, through awareness and action.

Use of LED lights, recommended refrigerants in air conditioners, energy efficient servers and hardware, waste reduction, installing water free urinals, reducing business travels and encouraging virtual meetings clubbed with employee awareness has been effective to minimize our carbon footprint



2. International Labour Organization (ILO) Standards

As a people-centric organization, iSON Xperiences draws inspiration from ILO's labour standards to ensure the welfare and rights of its employees. We believe in employee first strategy

- **Occupational Health and Safety:** iSON Xperiences conducts awareness programs and audits to create a safe work environment.
- **Non-Discrimination:** Our recruitment and workplace practices ensure equal

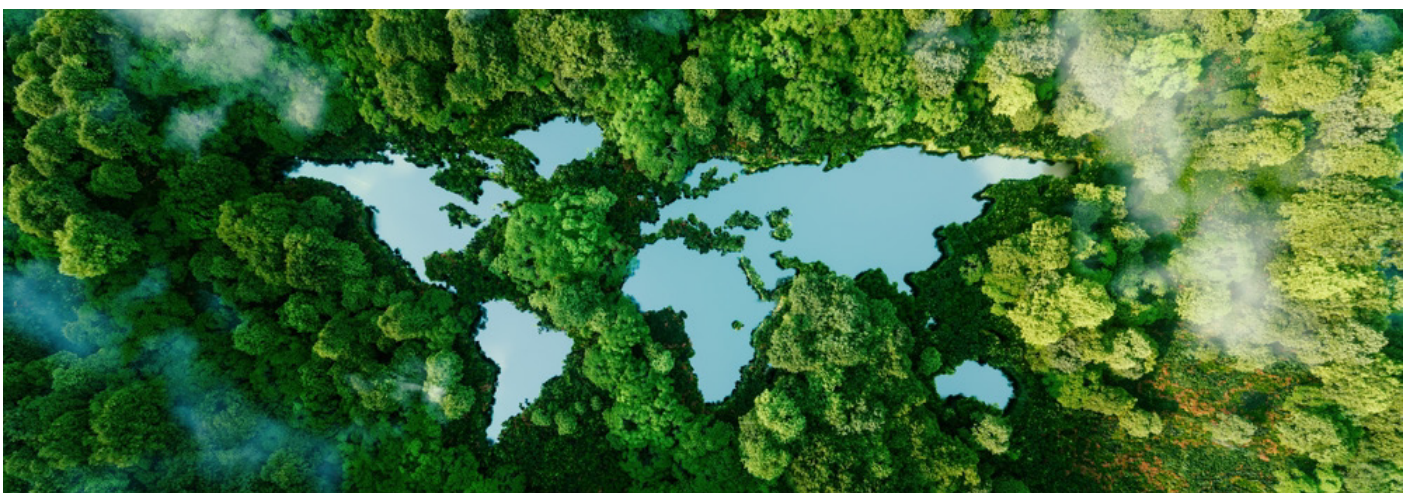
opportunities for all, actively promoting diversity. We focus on gender balance, racial equity, and ensuring representation from underprivileged communities. DEI is a cornerstone of our approach to creating a welcoming and inclusive work environment.

- **Fair Wages:** By monitoring and ensuring equitable pay, we aim to close wage gaps and support an inclusive workforce, adhering to principles of fairness and equity across all levels of the organization.

3. United Nations Framework Convention on Climate Change (COP)

The Conference of the Parties (COP), particularly under the Paris Agreement, pushes global action on reducing greenhouse gas emissions. iSON Xperiences is inspired by these goals and has taken steps toward:

- **Reducing Carbon Emissions:** By optimizing energy use, cutting down on coal and diesel dependency, and transitioning to renewable energy.
- **Energy Efficiency:** Continuous monitoring and minimizing waste ensure that the company's energy consumption is aligned with the global targets set under COP for limiting global temperature rise.





4. ISO Standards and Environmental Management

iSON Xperiences adheres to ISO standards to create structured ESG frameworks:

- **ISO 14001 (Environmental Management):** iSON Xperiences uses this framework to guide its environmental impact reduction, ensuring processes are in place to mitigate risks related to waste, water, and emissions.
- **ISO 45001 (Occupational Health and Safety):** This standard influences our approach to ensuring employee health and safety by conducting internal and second party and certification audits and training sessions to

minimize workplace hazards. PDCA cycle is used to continually improve on health and safety aspects

- **SA 8000 (Social accountability):** This standard is widely recognized for improving labour conditions and is used by organizations across industries to demonstrate their commitment to social responsibility and worker welfare. This standard is focused on promoting ethical working conditions and ensuring the well-being of workers. It provides a framework for companies to ensure compliance with internationally accepted labour standards and human rights in the workplace. We are committed to no child labour, ensuring a safe and healthy working environment, freedom of association, prohibition of discrimination based on race, gender, ethnicity, religion, or other factors, prohibition of abusive disciplinary measures, compliance with laws regarding working hours, including overtime, providing fair wages in line with legal and industry standards.

By integrating principles from the SDGs, ILO, COP, and ISO standards, iSON Xperiences ensures that its sustainability and ESG initiatives are not only compliant with international norms but also actively contribute to global efforts for a more equitable, environmentally conscious, and ethically-governed future.

Our Journey

iSON Xperiences was quick to recognize importance of sustainable living in business and social environment and started its ESG journey in the year 2021. The initial dilemma of how to integrate ESG into workflows was quickly overcome and slowly we began laying the groundwork. Yet the push came from the top by sending one of CXO members to prestigious institute like Massachusetts Institute Of Technology to get certified as chief sustainability officer followed by including sustainability as part of business excellence. We started with understanding what ESG means, how it impacts business, how can we as a company achieve sustainable growth by implementing ESG. By 2022, we started collecting structured ESG data from different locations. iSON Xperiences' own ESG framework was ready by 2023.



By embracing these ESG pillars, iSON Xperiences is positioning itself as a responsible market leader, ensuring long-term sustainability while contributing positively to global environmental and social goals (ESG).

Our ESG Commitment

At iSON Xperiences we're powering economies and empowering people, building a sustainable business where everyone prospers. Environmental, social and governance matters are core to our business strategy and are fundamental for driving long-term value for our stakeholders. We leverage our employees, technology, resources, partnership and expertise to drive a positive, lasting impact while at the same time creating a market for the future. We believe that every employee, regardless of



their background, gender, or ethnicity, should thrive in a work environment that promotes fairness, opportunity, and respect. Our sustainability commitment is expressed through three pillars as below:



We aim to drive climate action within our operation and engage with stakeholders for the global agenda. Our unwavering focus on responsiveness and the need of environmental ecology will continue to be in three main areas: Decreasing carbon emissions through energy efficiency and conservation while moving to renewable energy, minimizing waste going to landfills and conserving freshwater.



Our core operation is a very people-centric and people-intensive operation, therefore we proactively started working on Social Aspect of the organization. Employee burnout is a major issue and if not given immediate attention can significantly affect the productivity of workplace. We believe in providing holistic wellness experiences to our employees where we focus on their physical and emotional wellness while also ensuring they have fun at the workplace and a safe work environment.



We are committed to defining, following, and practicing the highest level of corporate governance across all our business functions. We are a law-abiding organization. To become an honest and transparent business partner to our stakeholders, we continue to maintain financial integrity in our transactions and ensure statutory compliance. We also adhere to strict legal requirements and conduct business with ethical integrity. Automated ORM, Audit, ESG, Quality and Skill Development platforms are helping in data collection, visibility and immediate action to improve.

Key Achievements in ESG and DEI



Gender Balance

iSON Xperiences strives for gender parity in its workforce, with ongoing efforts to increase the representation of women and marginalized groups in leadership roles.



DEI Data

We continuously monitor and report on our diversity metrics, ensuring that we meet our targets for equitable representation across all levels of the organization.



Reduction in Power and Water Consumption

Our sustainability efforts are inclusive, engaging all employees in energy conservation initiatives.



No Work-Related Injuries

A safe, supportive work environment remains a top priority, reflecting our commitment to occupational health and safety for all employees.



Recognition and Awards

We have received several HR and legal awards for our excellence in promoting a diverse and inclusive workplace, as well as adherence to international standards.

iSON Xperiences' commitment to ESG is not merely a corporate responsibility but a strategic imperative. By aligning with global frameworks and prioritizing sustainability, we are not only safeguarding our planet but also creating a more equitable and inclusive future for our employees, communities, and generations to come. Our journey is ongoing, driven by innovation, collaboration, and a relentless pursuit of excellence. As we continue to evolve, iSON Xperiences remains steadfast in its dedication to building a sustainable and inclusive world.

About the Author

Brajesh Kumar Singh is the Chief Operating and Sustainability Officer at iSON Xperiences. With over 11 years of experience within the company, he has overseen a wide range of critical functions, including global service delivery, revenue assurance, digital transformation, and quality management. His commitment to continuous improvement led to several international certifications for the company. Brajesh remains focused on driving strategic growth initiatives, ensuring effective collaboration, and setting new benchmarks in digital transformation and ESG practices.