

## **RPSG Ventures Limited**

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## **SUSTAINABILITY POLICY**

### **PREAMBLE**

RPSG Ventures Limited ('RVL' or "the Company"), is part of the RP-Sanjiv Goenka Group, a leading business conglomerate in India. Along with its subsidiaries, the Company operates a diversified portfolio of businesses including information technology (IT) services, business process management, fast moving consumer goods, ayurvedic formulations, real estate and restaurants. Other than IT services, which constitute its standalone operations, all other businesses are carried out through various subsidiary companies

### **OBJECTIVE**

RVL has embraced ESG principles, incorporated the same in its operations and aims to:

- ▶ promote sustainable and inclusive growth of the ecosystem in which it operates
- ▶ enrich quality of life of communities around its business location(s)
- ▶ demonstrate responsibility towards environment in its business operations, and
- ▶ contribute generally in the development of the society at large

### **SCOPE AND FRAMEWORK OF THE POLICY**

#### **i) Ethics, Transparency and Accountability**

The Company shall put in place a set of systems and practices to ensure that the Company's affairs are being managed in a manner which ensures accountability, transparency and fairness in all transactions. The focus always is on the best interest of the Company's stakeholders while achieving organizational vision and mission.

ii) **Life cycle sustainability of goods and services**

Any business should ensure safety and optimal use of resources over the life cycle of its products and/or services and should ensure that all connected with its businesses are aware of their responsibilities.

RVL is into the business of providing software development support, IT consultancy support and also related IT infrastructural support to its customers. Necessary safety measures not restricted to occupational safety measures are ensured as part of policy of the Company. State of the art backup systems should be in place in order to address any emergency situation.

iii) **Employees' well-being**

RVL has developed practices to ensure dignity and well-being of its employees engaged in its business. These practices cover all categories of employees across the organization. The Company's objective is to establish itself as a "Preferred Employer" to all levels of employees.

iv) **Responsiveness towards Stakeholders**

RVL shall encourage practices to pro-actively identify and engage with its stakeholders from all sections of the society, including those who are disadvantaged, vulnerable and marginalized. The Company shall strive to draw up necessary action plans based on feedback received from different stakeholders to address their grievances, if any.

v) **Human Rights**

RVL shall ensure that various aspects of human rights (including those covered by various laws and, where applicable, the Constitution of India) are embedded in the organizational values, policies and guidelines and taken care of judiciously by the management.

vi) **Environment**

RVL shall see that its business operations are always environment friendly and accordingly, the Company would emphasize on (i) improving energy efficiency and emission control, (ii) tree plantation and promoting green buildings and (iii) water resource management and awareness campaigns etc.

vii) **Public and Regulatory Policy**

RVL, while engaging with government and various public bodies for redressal of issues involving public / regulatory policies and public opinions, shall do so in a responsible manner such that the engagement deals with advancement or improvement of the society at large in which it operates.

viii) **Inclusive growth and equitable development**

RVL shall recognize its role to contribute judiciously in Corporate Social Responsibility and community development, keeping in mind that business prosperity and inclusive growth with equitable development are interdependent.

ix) **Customer services**

Considering the Company's nature of business operations, RVL shall lay stress on and consider customer feedback for measuring customers'/clients' satisfaction level as the most important benchmark for the internal evaluation process of the Company. Based on their feedback, immediate corrective measures shall be taken to ensure customer satisfaction. Utilizing social media shall be actively encouraged for interaction with the consumers.

x) **Learning & Development**

RVL's nature of business warrants creation of a work atmosphere which encourages learning and skill development as a pre-requisite to ensure business sustainability. The Company shall lay stress on research and development activities, knowledge sharing, incentivizing innovation, and providing appropriate training facilities and grooming its employees to enable them to meet various challenges in execution of their job

#### **ROLES AND RESPONSIBILITIES**

- i) The Board of Directors is expected to provide overall direction and guidance for implementation of this policy and to review progress thereof from time to time.
- ii) The CSR Committee of the Board of Directors of the Company is expected to monitor implementation of this Sustainability Policy and plans formulated thereunder.

Sd/-

(Rajeev Ramesh Chand Khandelwal)

Whole-time Director

Place: Kolkata

Date: 26 June 2020