



# OUR FUTURE FORWARD

Global Impact Report 2022 - 2023

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# Leadership Message



# Building a Purpose-Driven Organization

## Message From the CEO

Dear Valued Employees, Partners, and Stakeholders,

As we reflect on the past year, I am filled with a profound sense of gratitude for the unwavering commitment our people have shown to our shared purpose of transforming lives. At VDart, our mission has been beyond business, about making a meaningful impact on the world around us.

Even in the face of overwhelming challenges brought about by a global economic slowdown, their dedication and resilience have allowed us to stay true to our purpose.

We embraced technology to smoothly transition to remote operations, prioritized health and safety to protect our people, and innovated to continue delivering exceptional value to our customers. Our exceptional ability to adapt and thrive highlights our agility and the strength of our business continuity plans.

Our commitment to Environmental, Social, Governance (ESG) principles guides us, recognizing that our responsibility extends beyond profits, encompassing the well-being of our planet, our people, and the communities we serve. This past year, we made significant strides in our sustainability efforts, focusing on reducing energy consumption, protecting the environment, and enhancing employee well-being—all vital components of our purpose-driven mission.

We are actively combating climate change by lowering greenhouse gas emissions and investing in renewable energy, aiming for net zero by 2050. We are fostering a diverse and inclusive workplace, where professional development, flexible work arrangements, and a culture of collaboration are paramount. We remain committed to supporting the communities in which we operate, making meaningful contributions to education, healthcare, and social welfare initiatives.

Our success is deeply intertwined with our purpose, our people and the planet we serve. By working together, we can overcome any obstacle and achieve our collective goals. This is what enables us to be “better together,” and this Global Impact Report 2022-2023 is a testament to our purpose-driven journey.

Thank you again for your dedication and continued support. Let us continue to strive for excellence and live our purpose in all that we do.

### **Sidd Ahmed**

President & Group CEO  
VDart



# Keeping ESG at the Heart of Our Organization

## Message From the People Leader

The years 2022 and 2023 presented significant challenges for us, marked by unprecedented market volatility and our expansion into new geographies. Despite all these challenges, we remain deeply committed to fostering a sustainable and equitable future. Our purpose - **to transform the trajectory of lives**, and our vision - **to touch the lives of all those associated with us, creating success, wealth, and enhancing the quality of life** - has been our driving force for positive change in all that we do.

Since making ESG a core business priority in 2020, we understand that building a sustainable future requires a collective effort, and we actively seek opportunities to leverage our strengths and capabilities to make positive choices for our planet. **We firmly believe that sustainability is not just an initiative at VDart; it's a personal responsibility for each of our 4,000 employees across 13 countries.**

**We are deeply grateful to Nedra Dickson, Managing Director at Accenture**, for the guidance, particularly for providing us with mentorship through the **Diverse Supplier Development Program (DSDP)**, which has been instrumental in shaping our ESG journey.

Achieving a sustainable future also necessitates a systemic approach, combining strong governance, effective policies, innovative technologies, and collaborative efforts, where VDart is dedicated to contributing at every stage. **We actively integrate sustainability principles into our work, recognizing that this transition will be challenging, both for us and the communities we operate in.** However, we believe our efforts are contributing to a broader movement, setting ambitious goals to contribute to global solutions.

Our updated environmental sustainability strategy is centered on maximizing VDart's positive impact. **By empowering our people with the knowledge and tools to make informed, sustainable choices, fostering close collaborations with partners and customers to develop innovative solutions, and**

**continuously enhancing our operational efficiency through waste reduction and energy optimization**, we are committed to driving environmental progress.

At the same time, we recognize the importance of a holistic approach to ESG, knowing that **we cannot focus on just one area at the expense of others.** We are committed to fostering a diverse and inclusive workplace, upholding ethical practices throughout our operations, and maintaining strong corporate governance.

While we've made significant strides on our sustainability journey in 2022 and 2023, we acknowledge the challenges that lie ahead. **Expanding our business into new geographies has introduced us to diverse cultures, customs, and business practices.** These diverse environments have presented both exciting opportunities and unique challenges as we adapt our operations to local conditions and customer preferences.

Despite these complexities, we remain steadfast in our commitment to ESG excellence. We actively implement frameworks like the UN SDGs and UN Global Compact and build robust governance structures across all regions. **We continue to innovate, collaborate, and learn as we navigate this evolving landscape.**

We are optimistic about the transformative power of collective action and unwavering commitment. Together, **we can build a world where economic growth and environmental stewardship go together**, benefiting both present and future generations and creating a more sustainable and prosperous future for all.

### Oliver Sam

Vice President

People Strategy and Transformation.



# Global Networks Through Diverse Partnerships

## Message From the Executive Leaders

It gives me distinct pleasure to present VDart's second edition of our Global Impact Report for 2022-2023. Our commitment to sustainability and the results we have achieved demonstrate that no company, regardless of its size, is too large or too small to embrace corporate responsibility. This resolve is deeply personal for every individual who works at VDart, no matter what part of the world they belong to.

Our participation in the United Nations Global Compact (UNGC) in 2022 marked a significant milestone, reinforcing our dedication to sustainable development. We have worked diligently to establish robust governance frameworks and sustainable standards. Our partnerships and global networks have been crucial in this progress. Notably, our collaboration with Accenture has provided invaluable guidance, helping us refine our strategies and set ambitious sustainability goals. Their mentorship has been key in navigating the complexities of integrating Environmental, Social, and Governance (ESG) principles.

We strongly encourage other peer companies and corporations in our close network to initiate their ESG journey if they have not already done so. From responsible purchasing to upstream and downstream supply chains, we are reevaluating all functions of our organization to ensure they align with our sustainability objectives.

As we reflect on our achievements and look forward to the challenges ahead, I am filled with optimism. The collective effort of our employees, partners, and stakeholders continues to drive us toward a more sustainable and responsible future. Thank you for your ongoing support and dedication to our shared goals.

### **Rohit Bardaiyar**

Executive VP - Strategic Accounts  
VDart



# Customer Collaboration as a Key Differentiator

## Message From the Executive Leaders

Throughout my journey with VDart, (from being the very first employee), I've come to realize that customer collaboration has always been at the heart of our success. It's not just a strategy—it is what truly sets us apart in the industry and has become our defining success differentiator. The close relationships we've built with our clients have played a crucial role in supporting our strategic goals, particularly in key areas like sustainability and innovation.

Our deep engagement with our customers has given us invaluable insights, which has empowered and enabled us to address their unique requirements effectively. When we deliver exceptional value and maintain strong, long-term partnerships, what we truly achieve is their trust and a high level of transparency, leading to that coveted loyalty and customer satisfaction.

In addition to strengthening relationships, our collaboration with our customers has played a pivotal role in advancing our Environmental, Social, and Governance (ESG) objectives. Our partnerships on sustainability initiatives have helped us contribute to a greener future, reinforcing our commitment to responsible business practices.

These partnerships have also held us accountable to our goals. Continuous dialogue with our customers provides ongoing feedback, and this has helped us stay aligned with their expectations and adapt to changing market conditions. This alignment has been key to achieving our targets and upholding our commitments, driving our business forward with a clear focus on success.

Additionally, collaboration has been a catalyst for innovation at VDart. Co-developing solutions with our clients has enabled us to stay ahead of industry trends, creating innovative offerings that distinguish us from competitors. This innovation has enhanced our value proposition, solidifying our position as a leader in the industry.

Our partnership with clients has also touched me personally in several ways. I am humbled and honored to have been a part of various collaborative CSR programs. With these programs, I have achieved a deep sense of fulfilment, especially community programs that have aimed to touch the lives of those less fortunate who live among us.

In the end, our commitment to collaboration is what sets VDart apart. It's the reason we continue to evolve and the reason we consistently deliver exceptional value. As we move forward, we'll continue to put our customers at the center of everything we do, working together to achieve our shared goals and create a brighter, more sustainable future.

### **Vinay Godavarthi**

Executive Vice President

Dimiour



# Voice of Our Customer

## Truly Walking in Your Purpose

Success is often defined as something that starts from the top and is felt throughout the company. VDart's C-suite is engaged from the beginning to the end with its employees, customers, and the community in which they serve. VDart continues to walk the talk in making the world a better place. In a few short days, I experienced planting trees, speaking to young women, watching teams support their clients, meeting the first employee of VDart, meeting the President of Courtyard Marriott, dancing with the young team members, and of course, eating amazing food! This experience was brought to me organically through VDart. **Each experience was just a small taste of what they have accomplished over the years and gives so much hope in what they will accomplish in the future.** I consider myself extremely lucky to have seen a small fraction of a company that has truly found its purpose. VDart is purposely walking towards making the world better for the planet and the people.

VDart participated in Accenture's pilot program, DSDP Sustainability (Diverse Supplier Development Program). During that time, they began to learn about their carbon footprint as a diverse-owned company and learned the 17 sustainable UN goals and how to apply them to their business. During my trip, **I witnessed how many of these 17 UN sustainability goals have been applied to their business and the community.** I will share just a few of those here. VDart is the largest employer in the city of Trichy. Because of their contribution to economic growth, a new hotel, Courtyard Marriott, was opened. I not only had the opportunity to stay there but also to meet and speak with the President/CEO about the job growth and the new businesses drawn to this city because of VDart's commitment to decent work and economic growth **(UN goal 8).**

The number of jobs created by VDart has been a tremendous economic boost to the city. Many restaurants and small businesses have expanded to service the number of employees hired by VDart. **VDart takes the time to meet with community leaders to collaborate on education, business, and community endeavors to ensure they are on a trajectory in growth driving**

**economic impact and generational wealth.** Through VDart's partnership with IIM school, I met with over 100 young students to discuss microloans, food shortages, sustainable cities, driving innovation, and building better infrastructures in detail. The collaboration between VDart and the younger generation is one filled with innovative minds and thought leadership that will drive change around the world.

As VDart has made significant strides in employing women throughout the entire company, I was extremely excited to meet the women in leadership and hear their goals to increase women in leadership. I was honored to speak at their Women's Day event and was intrigued by the young women there who were interested in how to grow their careers. We had very candid conversations on how to demonstrate career goals and how important sponsorship is within the company. **Gender equality is needed more than ever for a sustainable world (UN goal 5).** Young women need role models and VDart continues to provide that visibility, mentorship, and sponsorship from the executive team, starting with the CEO.

Accenture continues to have VDart as a strategic business partner. Over the past 10 years, we have partnered on many projects from IT staffing to developing innovative solutions for clients. **VDart continues to prove itself as a top partner, especially during economic uncertainty.** VDart does not hesitate to come to the table and help find a solution that is good for business and the people. I could go on about what I learned during my short stay, but what resonated with me most is that VDart has found its purpose with its people and the planet.

### **Nedra Dickson**

Managing Director

Global Supplier Inclusion & Sustainability Lead and  
Procurement Europe Market Lead Accenture





# About the Report

## VDart's Global Impact Report 2022-23

highlights our efforts and commitment to creating long-term value for our stakeholders. This report comprehensively covers our Environmental, Social, and Governance (ESG) initiatives, emphasizing our commitment to sustainability, community engagement, and ethical business practices that are driven by our deep sense of purpose beyond profits. Each action and initiative that has been outlined in this report has been led by a sincere intention to align to the principles of Purpose. People. Planet.

This report also demonstrates VDart's dedication to responsible corporate citizenship, as evidenced by our achievements, challenges, and future strategies, which are outlined here.

### Environment

We prioritize environmental responsibility by implementing strategic initiatives to minimize waste generation and reduce our environmental impact. We are committed to sustainable practices that preserve natural resources for future generations.

### Social

VDart remains committed to enhancing social well-being through targeted community development and welfare initiatives. We strive to empower individuals and contribute positively to society, aligning with our vision of transforming the trajectory of lives and creating lasting customer value every day.

### Governance

Upholding the highest standards of corporate governance, we ensure transparency, integrity, and accountability in all our operations. We prioritize ethical conduct and regulatory compliance to build trust among our stakeholders and drive long-term value creation.

For more information about our sustainability efforts and how we approach ESG, please write to **Dhaarini Srinivasan**, Global Sustainability Lead and **Oliver Sam**, VP People Strategy and Transformation at [esgimpact@vdartinc.com](mailto:esgimpact@vdartinc.com)

# Global Brands



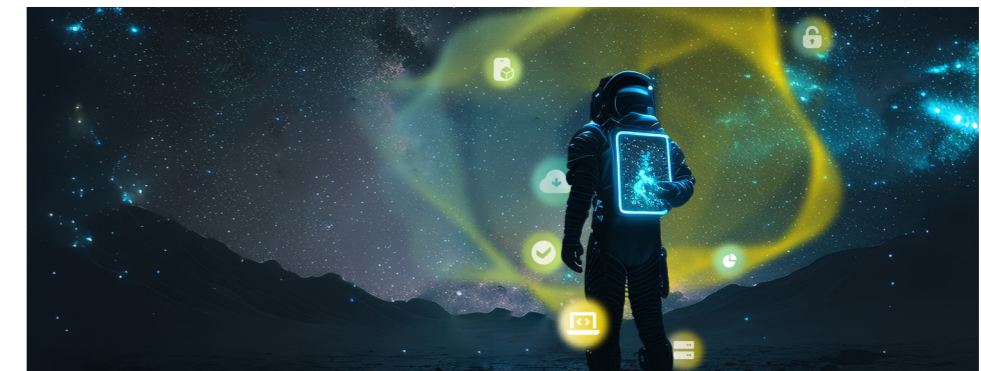
## VDart

VDart is a global leader in digital talent management & sourcing solutions. As an industry innovator in talent services, we provide specialized technical talent with scale, geographic coverage and speed-to-value.



## Trustpeople

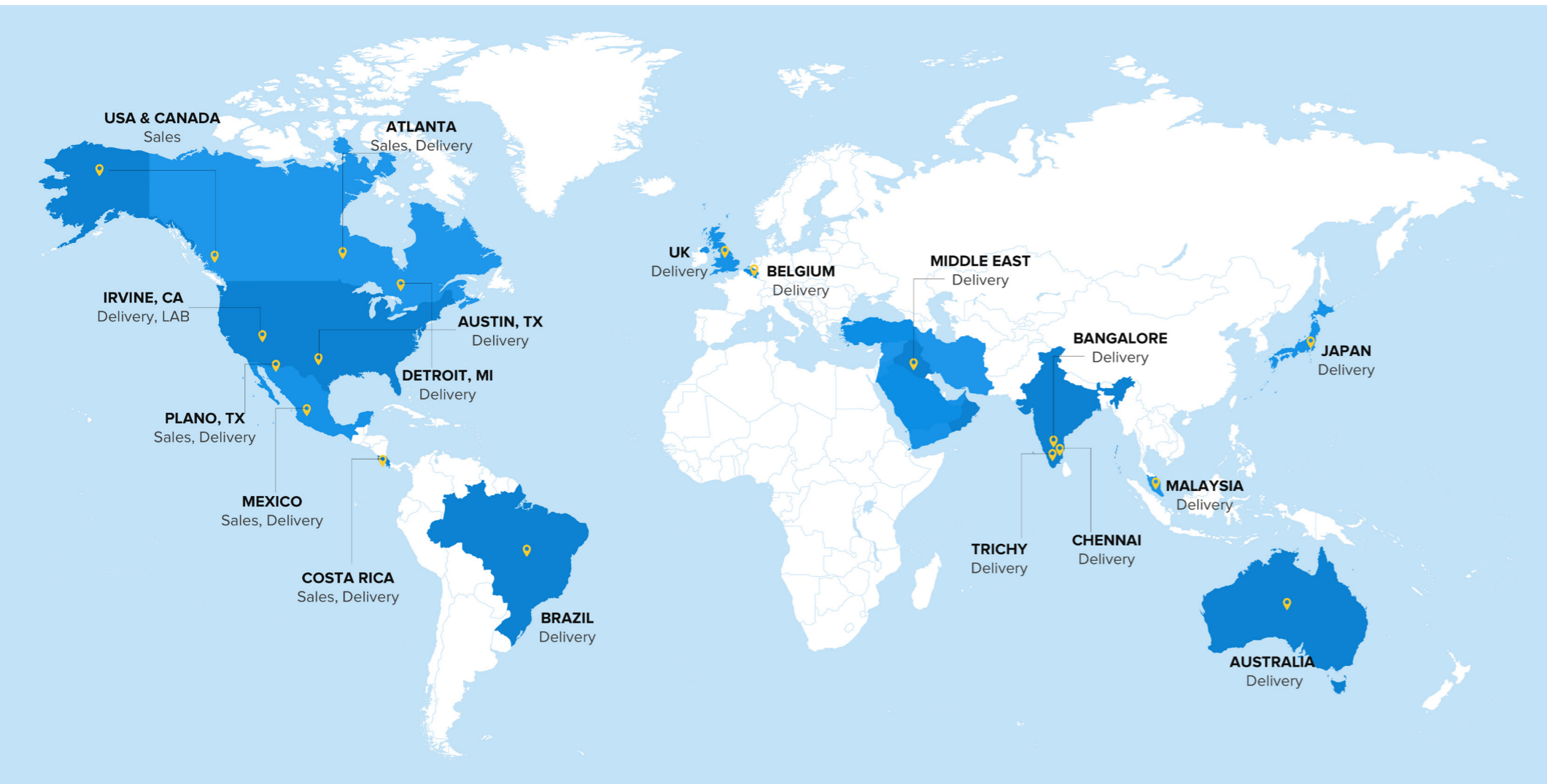
Trustpeople is the best-in-class contact center workforce solutions to the world's leading corporations. At Trustpeople, we're redefining the world of contact center with our human-centric approach.



## Dimiour

Dimiour is a partner in digital and business transformation. At Dimiour, we help clients incubate ideas and solutions to take advantage of a new world of digital opportunity.

# Global Presence



## USA

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## MEXICO

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Annamalai Nagar, Woraiyur,  
Tiruchirappalli, Tamil Nadu  
India 620018.

# VDart at a Glance



Headquartered In Atlanta, GA



14 Global Locations & Delivery Centers In India, US, Canada, Malaysia, Mexico, & UAE



3700+ Field Contractors Currently



500+ Global Account/Customer Success Team



30,000+ Resources Onboarded



40th Largest US IT Staffing Firm & 56th Fastest Growing (Source: SIA)



Revenues In Excess Of \$220M & Growing



Specialize In Technology, Construction, Engineering, Design, & Customer Service



Top Reviews Across All Platforms. NPS (64%) & Google Reviews (4.4/5)



Strong ESG Adoption/UNGC Participant Member



# Our Journey

## 2019

- Appointed Advisory Board Member to focus on building global women leaders.
- Launched Global Women Leadership Initiative (GWLI).

## 2022

- Achieved ISO 27001 certification for VDart Technologies, a VDart Group Company.
- Achieved Certificate of Accreditation for Food Sustainability practices from Green Tuesday Initiative, India.

## 2020

- Established Code of Work Ethics & Supplier Code of Conduct.
- Mentored by Accenture under their Diverse Supplier Development Program (DSDP).

## 2023

- Achieved ISO 14001:2015 certification for VDart Technologies, a VDart Group Company.
- Achieved EcoVadis - Bronze Medal.

## 2021

- Developed VDart Sustainability Roadmap and Plan for the next five years.
- Formed Corporate Citizenship Council.
- Achieved ISO 27001 certification for Dimiour, a VDart Group Company.
- Launched Employee Well-being Initiative.
- Launched Credo: A Culture Playbook.

# Our Goals & Progress

S.No	Goals	Progress	New Goals
1	<b>Renewable Energy</b> Invest in renewable energy and REC to offset energy usage by 50% at all our facilities by 2025.	The proposal for switching to a solar energy project has been submitted for the existing premises in India.	We aim to use renewable energy sources for our operations in India, and purchase REC to offset energy in other operating locations by 2025.
2	<b>Energy Reduction</b> Reduce energy usage and operating costs through strategic investments in proven energy efficiency measures.	Energy usage at existing premises in India is being tracked to optimize efficiency and reduce environmental impact.  Conducted environment audits to identify areas for improvement and enhance energy efficiency across our operations, ensuring optimal resource utilization.	Initiate the calculation of greenhouse gas emissions for Scope 1 and 2 from 2024.
3	<b>Resource Management</b> To achieve net zero emissions by 2050.	Implemented a comprehensive sustainability policy in compliance with the Environment, Social, and Governance (ESG) framework to guide our environmental, social, and ethical responsibilities.  Implemented effective waste management practices using proper segregation methods.  Introduced a food wastage board in the cafeteria to raise employee awareness, serving as an effective strategy for measuring and reducing food waste.	Aim to reduce waste generation across all facilities by enhancing recycling, composting organic waste, reducing single-use plastics, and responsibly managing e-waste and other waste streams
4	<b>Employee Well-being</b> Ensuring the best possible health outcomes for employees and surrounding communities within our own operations and supply chain.	Created several awareness programs and initiatives for employees regarding their lifestyle, and physical and mental health.  Conducted various health camps, such as dental and eye care, to ensure employees' health is in good condition.	Continue to provide resources that promote employee well-being and implement new policies.  Implement the EHS management system by 2026.

S.No	Goals	Progress	New Goals
5	<p><b>Gender Equality</b></p> <p>End Gender based discrimination.</p> <p>Ensure women's effective participation and equal opportunity in leadership.</p>	<p>We continue to provide mentoring &amp; sponsoring for women employees for their career growth.</p> <p>Strengthened the existing Prevention of Sexual Harassment (PoSH) policy for women to ensure a safe and inclusive work environment for all female employees.</p> <p>Provided a leadership development program in partnership with IIM for high-potential women employees.</p>	<p>To develop a formal nondiscrimination policy and establish a confidential reporting mechanism for all forms of harassment, discrimination including gender-based issues.</p> <p>To achieve 20% women in senior leadership by the end of 2025.</p>
6	<p><b>Global Communities</b></p> <p>Create decent formal-sector jobs in labor-intensive sectors especially in least-developed areas/localities.</p> <p>Develop a guide to recycle or dispose hazardous and electronic materials in a responsible and ethical manner.</p>	<p>Continue to create decent work for the local communities that avoid migration of labor. Collaborate and promote local businesses and empower women-owned businesses through our CSR programs.</p> <p>Developed a comprehensive policy document for physical and environmental security, including secure disposal and equipment reuse, for VDart Group.</p>	<p>Continue to empower the community to create change by offering various awareness programs on the environment and hygiene, aiming to reach 100 educational institutions in the next three years.</p>
7	<p><b>End Hunger</b></p> <p>Adopt strategic measures to reduce and recycle food wastage, promote and support local and sustainable food system.</p>	<p>Our CSR programs continue to provide food and vegetable saplings to the underprivileged to support their livelihoods and combat hunger and malnutrition in local communities.</p>	<p>Aim to establish partnerships with NGOs to end hunger and reduce food wastage. Continue to serve the community through Care &amp; Share and Feed the Needy programs.</p>
8	<p><b>Environment</b></p> <p>Committed to providing safe drinking water and sanitation for its workforce.</p>	<p>Continue to contribute to the environment through various tree plantation drives and environmental awareness initiatives in our communities.</p> <p>Continue to implement and monitor measures to reduce all forms of waste.</p>	<p>Continue to maintain our EMS standards.</p>

# Environment

*Committed to the Planet*



# Environment, Health & Safety



Ensuring a safe, healthy, and sustainable work environment remains VDart's top priority. We continuously enhance **workplace safety measures and environmental practices** at all our offices across the globe and in India. Our comprehensive health and safety training programs reflect this commitment.

Our dedication to **Environmental, Health, and Safety (EHS) excellence** is an ongoing journey. We strive to advance our practices, foster a safety culture, and promote sustainability across all operations. Through continuous effort and innovation, we aim to build a brighter future for everyone at the company.

## Employee Preparedness Programs

Our employees in Trichy actively participate in comprehensive training programs delivered by our dedicated safety teams.

**Fire Safety Training:** This program combines classroom instruction with a mock fire drill, teaching employees how to handle fire emergencies, use fire extinguishers correctly, and follow evacuation procedures calmly and effectively.

**First-Aid Training:** These sessions equip employees with essential skills like CPR, burn treatment, and bandaging techniques, ensuring they can respond promptly to workplace health and safety issues.



## Achieving ISO 14001:2015 Certification

VDart's commitment to environmental excellence is now internationally recognized, as VDart Technologies Pvt Ltd has achieved 100% ISO 14001:2015 certification for our Environmental Management Systems (EMS) across two facilities in Trichy, India. This certification signifies our ongoing efforts to minimize environmental impact, improve operational efficiency, and ensure compliance with environmental regulations.

We ensure continual improvement of our environmental management practices by equipping all internal stakeholders across corporate functions as internal auditors. Key stakeholders participated in specialized EMS training, and 95% of our Indian workforce underwent environmental management awareness sessions through our Learning Management System (LMS).

The ISO 14001 certification demonstrates our dedication to minimizing **environmental impact, enhancing operational efficiency, and ensuring compliance with environmental regulations**. This milestone marks a significant step in our journey towards a **greener, more sustainable future**.

95% of our Indian Workforce  
Environmental Management  
Awareness Sessions

# Sustainable Environment

Through a collaborative effort with our employees and stakeholders, we prioritize a comprehensive approach to environmental stewardship, emphasizing the principles of **reduce, reuse, and recycle**, a key milestone in our journey toward a more sustainable future.

## Plastic-Free Initiatives

In 2022, we initiated several impactful measures to eliminate single-use plastics from our facilities across India. Despite varying local government regulations and compliance standards, we remained steadfast, and we've successfully transitioned from plastic spoons to stainless steel cutlery which are reusable and durable, eliminating an estimated 52,000 plastic spoons annually. During large-scale events, we prioritize sustainable materials, reflecting our commitment to a greener future.

## Resource Efficiency

In September 2022, VDart launched the Café Wallet App, a thoughtful initiative to minimize waste by embracing digitization. The App eliminates the need for printed tokens, reducing paper waste by around 200,000 annually. We've also implemented a **"Bring Your Own Box"** campaign to encourage employees to bring reusable tiffin boxes, which helps to eliminate the use of butter sheets for food parcels in our canteen, further reducing paper waste.

We implemented an online hiring process, eliminating the need for hard copy resumes and candidate credentials. Candidates now scan a QR code at the reception, complete hiring forms digitally, and submit necessary documents electronically, significantly reducing paper usage and streamlining the onboarding process.

## Energy Conservation

**In 2022 and 2023, we implemented several strategic initiatives aimed at reducing energy consumption at our Global Capability Center, reinforcing our commitment to environmental responsibility and resource conservation.**

**Optimized HVAC Usage:** Beginning in October 2022, we introduced a strategy to optimize air conditioner usage based on crowd movement and office capacity. By adjusting AC usage on different floors as needed, we achieved a **5%** reduction in overall energy consumption across 2022 and 2023.

**Pathway AC Optimization:** In a similar effort, starting in October 2022, we reduced energy consumption by limiting air conditioning in pathways to break hours only, avoiding unnecessary cooling during off-peak times. This initiative resulted in an approximate savings of 1,000 kWh per month, totaling **15,000 kWh** saved over the course of 2022 and 2023.

**Efficient Generator Use:** From October 2022 onwards, we transitioned from a 60 KVA to a **15 KVA** diesel generator for weekend power outages. This shift led to an 80% reduction in diesel consumption, resulting in significant cost savings and a reduced environmental footprint. Specifically, we now save up to **27 liters** of diesel per hour during weekend power cuts.

**Motion Sensor Installation:** In June 2023, we introduced motion sensors in common washrooms, which led to a reduction of **4,200 kWh** in power consumption during the latter half of 2023.

**Parking Space Lighting Efficiency:** Starting in May 2022, we optimized parking space lighting by adjusting usage based on peak and off-peak hours, resulting in a total energy savings of **1,000 kWh** over 2022 and 2023.

These measures have collectively contributed to substantial energy savings and underscore our dedication to sustainable operations.

# 52000

Eliminating an estimated 52,000 spoons annually



# 200,000

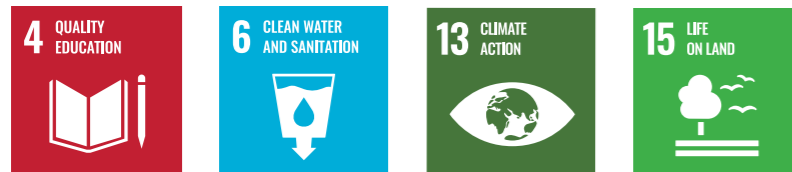
Reducing paper waste by around 200,000 annually



## Sustainable Water and Waste Management

At VDart India, responsible waste management practices take precedence. Through meticulous segregation and disposal efforts, we ensure that recyclable and non-recyclable items are properly managed. To address food wastage, **we closely monitor it and raise awareness among employees using food-wastage boards, posters, and videos** in the cafeteria.

Moreover, we remain attentive to water conservation measures by maintaining **rainwater harvesting systems with a capacity of 15,000 liters**, thereby reducing our dependence on the public water supply. Additionally, we **repurposed condensed** water from our air conditioners' outlets for various utilities, reclaiming approximately **528,000 liters** over 2022 and 2023 combined, based on an average of 1,000 liters per workday. Through these initiatives, VDart reaffirms its commitment to global sustainability, striving to make a positive impact on the environment and the communities we serve.



## Green Trichy

We partnered with educational institutions under the **“Green Cover Trichy”** initiative, advancing our climate actions and commitment to environmental protection by planting **150 saplings of nine native plant species** within the campus of Karthikeya Polytechnic College in Mannaparai, near Trichy, India. A total of 51 enthusiastic VDartians volunteered alongside college and school students to plant the saplings.

In 2023, VDart’s women-led CSR initiative spearheaded a **Mega Sapling Plantation Drive** in Pattaveli, a rural area near Trichy, India. We planted 1,150 saplings, underscoring our dedication to both community engagement and sustainability goals. We were honored to have **Ms. Nedra Dickson, Managing Director at Accenture**, join us for this significant initiative, highlighting the importance of collaborative efforts in addressing environmental challenges.

**This initiative aligns with our broader goals of reducing carbon emissions and promoting sustainable practices.** By contributing to reforestation efforts, we aim to make a meaningful impact on the environment and foster a culture of sustainability within VDart and beyond.



## Sustainability Advocacy & Awareness

To ensure VDart employees and internal stakeholders fully grasp the organization’s dedication to sustainability, a series of initiatives have been rolled out to shed light on **VDart’s ESG goals, progress, journey, and values**. These endeavors are aimed at fostering engagement, deepening their understanding of sustainability’s significance, and inspiring them to effect positive change.

Through interactive sessions and gamification initiatives like the **Plastic Free July Challenge and Water Conservation Challenges**, employees are encouraged to actively participate and cultivate mindfulness regarding natural resource usage. These efforts have yielded heightened engagement and a greater awareness of individual environmental impact.

On an external front, VDart also extends its **sustainability outreach by conducting sessions in various colleges**, educating the next generation about sustainability awareness. The goal is to instill in them **mindfulness about resource consumption and awareness of the current environmental landscape**. These endeavors seek to mold future leaders who embrace sustainable practices and nurture a culture of environmental responsibility.

Our leadership team actively participates in various supplier forums and panels as part of our sustainability advocacy efforts. In collaboration with organizations like Accenture, VDart addresses insightful ESG strategies, the biggest concerns within supply chains, and the importance of fostering an ESG culture and changing mindsets. These contributions further emphasize our commitment to promoting sustainable practices both internally and externally. To learn more about the London Summit, please visit [this link](#).

By engaging employees, stakeholders, and the wider community, VDart aims to create a **collective effort towards environmental stewardship and sustainability**.

# Social

*Empowering Communities, Nurturing Our People*

# Giving

Expanding into the communities we serve, **we seize every opportunity to excel in our commitment to social responsibility** by actively participating in initiatives that empower individuals, bridge inequalities, and promote sustainable development, aligning with the United Nations Sustainable Development Goals (SDGs).



2,000 anti-glare stickers were distributed on public bikes and cars

## Community Engagement

VDart sponsored and supported the participation of over 1,000 school children in the prestigious **Tamil Nadu Robotics League (TRL) 2022**- a platform for students from across the country to demonstrate their innovative ideas and compete on a global scale. This sponsorship aligns with our commitment to fostering digital learning and skill development among students, preparing them for the future workforce.

Our CSR team, in collaboration with Indian Road Safety Organizations, arranged a **Road Safety Awareness** Program at our Global Capability Center (GCC). This joint initiative educated and sensitized **100 employees** on the crucial importance of road safety, thereby contributing to a safer community.

Recognizing the challenge of nighttime driving in Trichy due to blinding headlights, we partnered with the local Traffic Police to implement the **“Dim the Lights”** campaign. Through this impactful initiative, **2,000 anti-glare stickers** were distributed to vehicle owners to raise awareness and reduce nighttime accidents.

## Care & Share

In the spirit of giving back, our volunteers visited the Government Higher Secondary School and the School for children with special needs in India on ‘VDart Day’. The team distributed **winter hoodies to over 100 children**, bringing smiles during the colder season.

VDart India, in collaboration with the **Trichy District Kiddies Sports Development Association**, hosted the successful 6th consecutive Rolling Trophy event. Nearly 1,500 children from 30 prominent schools participated, showcasing their athletic talents and sportsmanship.

During the December 2023 floods in the Thoothukudi district of Tamil Nadu, India, VDart extended a helping hand to the affected communities.

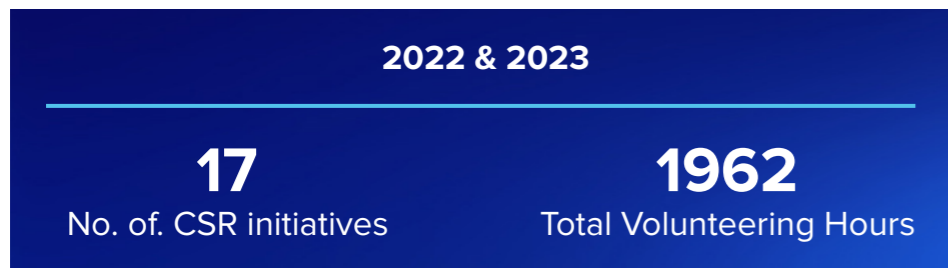
In collaboration with the Trichy District Collector, VDart delivered 5,000 kg of rice to those in need, demonstrating our immediate response and positive impact during disasters.



## Do Good Initiatives

Recognizing the need for improved working conditions for those cops who spend hours on the road tirelessly regulating traffic, VDart constructed accessible restroom facilities for the Traffic police in Trichy, India. Previously, officers faced significant challenges due to the lack of clean restrooms in the vicinity, as they had to travel 2 to 3 kilometers for restroom breaks.

Additionally, VDart provided technological support to the Trichy Police Department **by sponsoring a laptop and a printer**. This digitization initiative aims to enhance police efficiency and focus on core responsibilities.



In 2023, **VDart’s women-led CSR initiative supported a vegetable garden drive in Pachamalai**, a small village near Trichy with tribal communities. The objective was to bolster their livelihoods and promote organic vegetable cultivation among these tribal communities. By providing **1000 vegetable saplings to 60 tribal women**, VDart facilitated the cultivation of various greens and vegetables in their kitchen gardens. This initiative aims to **address issues of malnutrition among their children** while fostering positive economic transformation within the community. Sustainable Development Goal 2 - Zero Hunger

**Dimiour, a VDart Group Company**, is committed to ensuring that every child experiences the magic of birthdays, regardless of their circumstances. In alignment with this mission, we have partnered with **‘The Birthday Party Project’**, a non-profit organization based in **Dallas, Texas**, dedicated to bringing joy to children experiencing homelessness through the magic of birthday celebrations. We have proudly **donated \$20,000** to support this cause, enabling the organization to continue its vital work. Through this initiative, we’ve not only brought joy to countless children but also fostered a sense of community and compassion. Together, we’ve created unforgettable birthday celebrations, demonstrating the power of collective action to create a brighter future for all children.

At VDart, giving back is more than a value; it’s **fundamental to our identity**. We are proud to partner with the **Ronald McDonald House in Atlanta, USA**, to provide nourishing meals for over 20 families facing challenging times. This collaboration underscores our commitment to uplifting and supporting our community.

During **Women’s History Month**, a team of VDart women leaders and our CSR team launched the **‘Friday Fair’ Initiative**. This initiative focused on aiding and promoting the growth of **micro and small-scale women entrepreneurs from the local communities in and around Trichy**. We selected **18 budding women entrepreneurs** to display and sell their products at dedicated stalls within our premises. Providing infrastructure and resources for showcasing and marketing their products, which ranged from arts and eco-friendly handicrafts to dairy products, VDart facilitated a diverse range of offerings. The initiative became a highly impactful CSR endeavor of the year, contributing to these women entrepreneurs’ livelihoods, networking opportunities, and visibility. By fostering the growth of these women entrepreneurs, VDart aims to build a more inclusive and sustainable society.



# Investing in Future



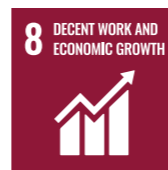
## Campus Engagement

We believe in nurturing young minds by investing in their future. Our series of sessions and workshops were meticulously **designed to equip college students with essential skills, knowledge, and insights** to prepare them for a successful transition into the corporate world. We invited students from various colleges for an office tour of our Trichy premises, offering insights into VDart's growth journey, culture, and infrastructure. This experience enriched their understanding of corporate dynamics and enhanced our talent pipeline.

Our career guidance programs, such as the Business Sector Lecture Series and **“Transition from Campus to Corporate,”** help students identify suitable career paths based on their interests and skills. These sessions positioned VDart as a preferred employer and bolstered our brand presence in academia.

Recognizing the importance of mental well-being, we conducted **mindfulness and well-being sessions** to prepare students for future challenges with a balanced mindset. Additionally, **our information security session** covered critical aspects like AAA in Security and Threat Mitigation, raising students' cybersecurity awareness.

We also offered **soft skill programs** to enhance communication and teamwork abilities, increasing students' employability. Recognizing the pivotal role of educators, our faculty development program aimed to create a more productive academic environment, indirectly benefiting students. Additionally, our **corporate sustainability session** educated students on sustainable business practices, preparing them to contribute positively to future workplaces.



Through these diverse initiatives, we significantly impacted college students by equipping them with the skills, knowledge, and mindset needed for successful careers.

Additionally, we have been able to identify and attract the best talents from these events, resulting in numerous jobs offers being released and many internship opportunities being offered to students. This not only highlights the effectiveness of our programs but also underscores our commitment to quality education,

*Fostering a student community that becomes a capable and well-prepared workforce.*

Our dedication to investing in the future of young talents reflects our goal of building a thriving, innovative, and sustainable corporate community.

<b>39</b> Educational Institutions	<b>4793</b> Students Benefited	<b>9296</b> Human Hours
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Internship Opportunities	
Year	Total Nos
2022	105
2023	139

# Transforming Lives: Our Impact Through Job Opportunities

As we commit to creating job opportunities and transforming lives, we are equally dedicated to bridging the talent gap in the technology and services industries. Our efforts not only fulfill our clients' needs but also enhance the economic and social well-being of communities globally.

Amidst global market volatility, VDart has proactively ensured stability and sustained growth through strategic expansions into new regions, including Costa Rica, Malaysia, the UAE, and Canada. These new locations, alongside our existing global presence, not only generate direct employment but also stimulate the growth of ancillary industries and services, driving broader economic development.

By focusing on high-demand fields such as Talent Management, Data Analytics and Insights, Cybersecurity, Blockchain, Cloud Computing, Quality Assurance, and ERP Solutions, VDart not only addresses the evolving needs of our clients but also solidifies our position as a market leader in these critical areas.

Our Global Capability Center (GCC) in India plays a key role in attracting diverse talent. We emphasize gender diversity and the inclusion of first-generation professionals, enriching our workforce and driving industry change.

As VDart's global presence continues to expand, we remain steadfast in our commitment to the United Nations Sustainable Development Goal (UN SDG) of Decent Work and Economic Growth and in our mission to empower our employees, clients, and the communities we serve.

## Training and Deployment

At VDart, we are committed to creating job opportunities through our comprehensive training and deployment programs in Costa Rica and at our Global Capability Center in India. Our mission is to empower individuals by equipping them with essential skills and knowledge, preparing them to excel in a dynamic job market.

Our **6-week training program** covers a robust curriculum in critical technical and professional areas. In India, the program includes IT fundamentals, TLETS, infrastructure, networking, server concepts, database management, OLs, and ticketing tools. At our Costa Rica location, we offer specialized training in Customer Service, Insurance Services, and Nursing Services, delivered through virtual platforms like Zoom. This structured approach ensures that candidates are well-prepared to meet industry standards and develop their skills.



Our training programs have a profound impact on the successful transition of candidates from training to employment. By enhancing technical expertise and preparing candidates for the hiring process, we significantly improve their employability. The effectiveness of our programs demonstrates our commitment to providing high-quality training and ensuring that our candidates secure meaningful employment.

Through these initiatives, VDart continues to make significant strides in fostering professional growth and creating job opportunities. Our training and deployment efforts are integral to our mission of driving positive change and supporting the development of a skilled workforce.

Transforming Lives	
Year	2022 & 2023
Total Onboarded Nos	612
Total Female Nos	229
Percentage of Female	37%

Region	Year	Total Trained	Total Deployed
India	2022 - 2023	356	23
Costa Rica	2022 - 2023	143	68

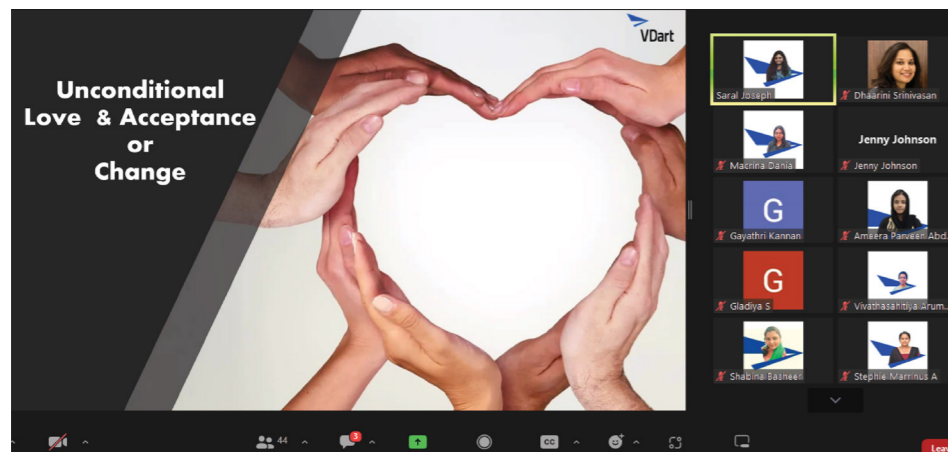


# Learning & Development

Continuous learning and development are crucial in today's fast-paced world to maintain competitiveness and adapt to evolving market trends. As an organization that promotes a culture of learning, we invest in the learning and development of our employees, ensuring they acquire new skills, stay updated on industry advancements, and foster innovation within the company. This also enhances employee satisfaction and retention while cultivating a workforce equipped to overcome challenges and drive sustainable growth in the ever-changing business landscape.

VDart has strategically implemented impactful learning initiatives across various stages of the employee lifecycle. The Learning and Development (L&D) team is committed to empowering every employee with the essential skills to advance their personal and professional growth. By providing engaging and relevant training, we aim to create a culture that fosters strategic decision-making, critical thinking, teamwork, and trust.

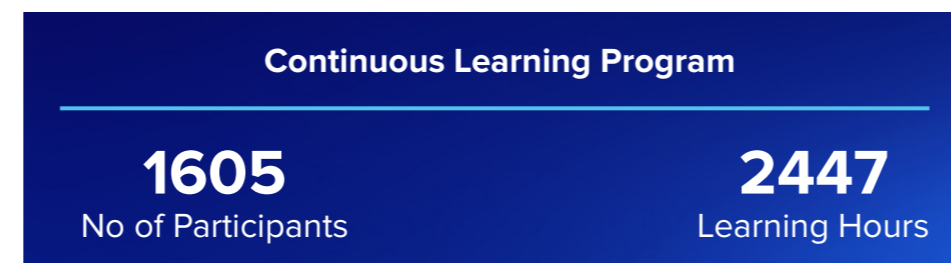
Here are the diverse programs and initiatives through which V Dart's learning and development program actively nurtures our employees, fostering excellence in their professional and personal lives:



**Fresher Training Program:** V Dart's Fresher Training Program is designed for fresh recruits, primarily in the Global Capability Center (GCC), preparing them for roles as US IT recruiters. The program is divided into Theoretical Training and Budding phases, focusing on essential recruitment and communication skills. Graduates undergo significant improvements in communication, soft skills, and professional etiquette. The program provides them with comprehensive knowledge of US IT recruitment, visas, and taxation, ensuring they are well-equipped to fulfill their roles effectively.



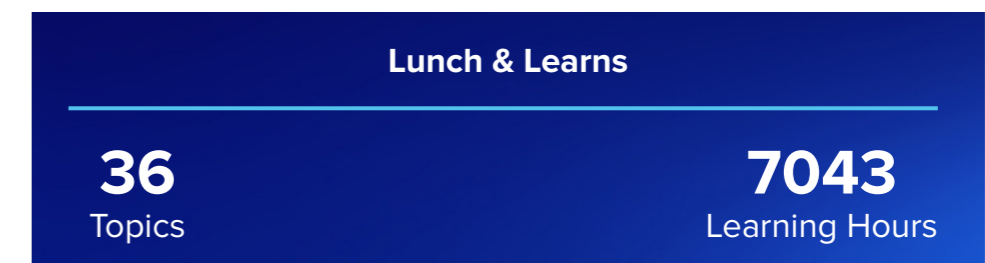
**Continuous Learning Program:** The Continuous Learning Program at V Dart is designed to ensure that employees have access to ongoing development opportunities tailored to their evolving needs and the dynamic requirements of the industry. Through this program, employees engage in a variety of learning activities, including workshops, seminars, online courses on our Learning Management Systems (LMS), and micro-learning initiatives.



**Refresher Training:** As the name suggests, this refresher training supports employees who have completed three months in their roles. It enables them to identify and resolve work-related challenges while providing access to expert guidance. This program has significantly enhanced employees' productivity, competitiveness, and job retention skills.

**Custom Program:** These tailored training programs are designed to meet specific business needs, addressing employees' competencies in areas such as US IT recruitment, technology updates, and communication skills.

**Lunch and Learns:** Introduced by our CEO, the Lunch and Learn concept reflects our commitment to promoting continuous learning and engagement for all employees. These weekly sessions, held every Friday, are open to everyone, offering a platform for employees at all levels, including top leadership, to share their insights and expertise on topics of their choice. The program's success is evident in its diverse range of themes, which contribute significantly to the robust development of our employees.



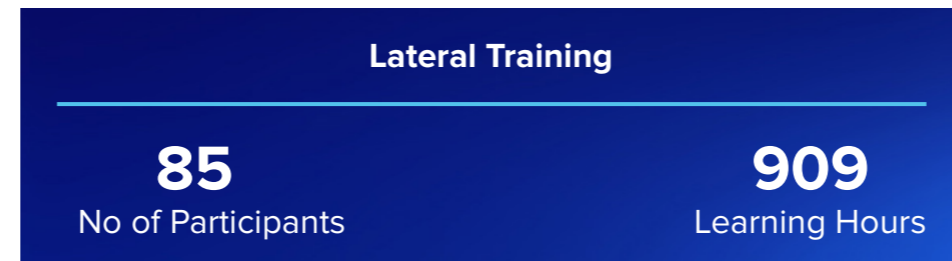
**Experiential Learning:** This training program enhances employee learning by aligning it with their personal and professional goals, fostering engagement and practical application of knowledge and skills. It emphasizes vital competencies such as teamwork, communication, and leadership, facilitating experiential learning immersion. This approach prompts learners to reflect on their experiences, resulting in a significant shift in skill development, encompassing cooperation, leadership, teamwork, strategic thinking, and communication. These acquired skills are transferable, benefiting both professional and personal domains.

**Weekly Learning Bytes:** Each week, employees receive visually engaging posters as part of our **Micro-Learning program**, covering diverse and compelling subjects. These materials aim to inform, engage, and motivate our team, promoting cognitive learning and enhancing knowledge retention and application in their work.

**Sourcing Hackathon:** VDart annually organizes a Hackathon to boost sourcing abilities through gamification. Participating teams work on time-bound challenges related to information sourcing and business problem-solving. The event, which lasts for four hours, provides cash rewards to the winning team as motivation. It gamifies the learning process, fostering teamwork, collaboration, and career satisfaction while offering valuable skill development opportunities for employees.

**Lateral Integration Program:** The Lateral Integration Program supports experienced candidates joining VDart, ensuring seamless project transitions and adherence to the company's policies and practices. Despite possessing requisite skills, new recruits

undergo training on internal policies, corporate standards, and daily operational tools. Additionally, they gain insights into target audiences and potential clients, accelerating their learning curve.



**Library Initiative:** VDart is committed to fostering a learning culture that transcends boundaries. Our dedication to investing in the development of our people is exemplified through the launch of the VDart Library initiative, designed to nurture well-read, self-aware, and intellectually and emotionally evolved employees.

Through a collection of thoughtfully curated titles and bestsellers by world-renowned authors across various genres, including self-help, leadership, human resources, psychology, communication, marketing, and more, the **VDart Library** catalyzes personal and professional growth and fosters a collaborative and enterprising mindset amongst our employees. By instilling a culture of continuous learning and improvement, we aim to enable our employees to thrive in an ever-evolving global landscape, driving positive change within our organization and beyond. Access to powerful books through the VDart Library has created a lasting impact on the lives of our employees.

Ongoing skill development holds immense significance, particularly as we welcome individuals from educational backgrounds with varying levels of exposure, especially from regions in and around Trichy. Understanding this diversity, our Learning and Development team stands as a beacon for continuous growth. Through tailored learning initiatives, we empower our team members to consistently refine their skills and expand their capabilities. This commitment not only fosters individual advancement but also fortifies VDart. By investing in learning and development, we arm our workforce with the resources needed to excel in an ever-evolving professional landscape.



# Leadership Development

At VDart, we are committed to developing our people and nurturing a robust leadership pipeline. We believe that strong leadership is key to our success, and this commitment is deeply embedded in our CREDO values. Our commitment to leadership development manifests through various programs designed to empower leaders at all stages of their careers.



## High-Potential Women Leaders Program at Indian Institute of Management

VDart has consistently committed to advancing women's leadership through various programs like leadership mentoring, exclusive monthly workshops for women and more. In the year 2023, VDart took this commitment further by a leap with the successful launch of the 'High-Potential Women Leaders Program', a certificate program developed for VDart's women leaders in collaboration with one of India's top business schools, the prestigious Indian Institute of Management (IIM) in Tiruchirappalli (Trichy), Tamil Nadu.

This program has been a milestone for the Global Women Leadership Initiative (GWLI) which has been spearheading all diversity and inclusion programs in VDart. The program has had a significant impact on those women leaders who were hand-picked for the program owing to their exceptional skills and potential to take on larger roles in the organization including C-Suite and drive meaningful change within and beyond VDart.

The leadership program was designed to address contemporary business challenges and provide women leaders with essential skills to unlock their full leadership potential through a meticulously crafted curriculum. The curriculum entailed skill enhancing topics and activities on a range of leadership behaviors and strategic thinking aspects. Case studies and role modeling activities further enhanced the learning experience making it relevant and application based.

One of the key topics chosen for the women focused on **broadening leadership horizons**. This included identifying their own leadership styles, strengthening leadership mindsets, and mastering effective strategies. The curriculum also included sessions on **how women navigate leadership as a skill**, understanding their growth journeys, identifying and overcoming their own biases, negotiation and influence, and enhancing their emotional and social skills. We also wanted our women to strengthen **decision-making** as a key skill and the learning areas included importance of leveraging data, identifying hidden facets, and embracing a leader's perspective in decision-making. Extensive sessions on **understanding the psychology of organizational change**, recognizing its dynamics and balancing conflicting pressures added to the overall learning objectives.

The program has enabled participants to refine their leadership skills, acquire new skills and insights, and build the confidence and persona necessary to excel in today's dynamic business environment. The comprehensive approach and expert guidance provided by the faculty have set the stage for their future success, promoting a more inclusive and effective leadership landscape at VDart.



## PROPEL: Leadership Mentoring for Next-Gen Leaders



Launched in October 2022, The PROPEL Leadership Mentoring Program at VDart is a unique program **led by the executive leadership team, designed for mid-level leaders who have** excelled in their domains and have contributed to the organization's growth. Led by our **CEO and the CHRO as mentors**, this program offers exclusive mentoring to select individuals identified for their excellence, consistency, and potential for further success, as recommended by their Business Unit heads and the mentors themselves.

These chosen participants, known as the **"Next-gen Leaders of VDart,"** undergo a year-long transformative journey through PROPEL. The program focuses on strengthening their leadership skills and instilling VDart's Credo in their values, thoughts, and actions. Mentors play a crucial role in channeling their aspirations, guiding them to reach their fullest potential, and strategically elevating them to top leadership positions at the right moments.

PROPEL is a **thoughtfully created**, comprehensive mentoring program aimed at **preparing these future leaders to navigate VDart through its next phase of growth** while upholding the organization's core principles and values.

The program consists of several group mentoring sessions delivered by the mentors, **focused on professional growth, self-awareness, building trust, and providing and receiving feedback and criticism.** It also includes candid discussions on actions detrimental to one's career, reflection exercises, assignments and case studies, both in-house developed and Ivy league curations, concluding with a Capstone project where each mentee provides solutions to problems they have identified as relevant to VDart.

PROPEL Leadership Mentoring program has already seen mentees swiftly elevated to next-level leadership positions, while others have been identified for strategic roles to help them flourish in their careers at VDart. The mentees understand that to be truly successful in one's career, excellent skills, hard work, and dedication are insufficient without **strong values aligned with VDart's vision and the conviction** to lead the organization from the front.

The personal commitment and time investment made by the CEO and the CHRO in the program have made PROPEL **a highly sought-after, purpose-driven mentoring program** that aims to transform the lives of the mentees.

In 2023, the program clocked **352 hours** of mentoring provided by the CEO and the CHRO to **16 mentees.**

## IGNITE: Emerging Leadership Program

Our IGNITE program, established in 2019, is specifically designed to nurture first-level leaders who drive our organization forward. This comprehensive program, **designed to transform high-potential individuals into confident and impactful leaders**, equips them with the necessary skills and knowledge to excel in their roles and take on greater responsibilities.



IGNITE goes beyond theory, **providing practical application through interactive sessions and workshops** led by experienced internal speakers. This immersive program offers a platform for emerging leaders **to hone their skills, expand their perspectives, and unlock their full potential.**

By investing in our people, IGNITE embodies our belief in the power of leadership development to create a thriving organization. The program fosters a culture of continuous learning and growth, inspiring participants to become the best versions of themselves. In 2023, we conducted IGNITE in two batches, featuring captivating sessions that ignited conversations on leadership development.

## Live2Lead 2023

Fifteen VDart leaders had the opportunity to participate in Live2Lead 2023, an annual global leadership simulcast event by The John Maxwell Company. This one-day conference brought together a world-class lineup of business leaders for a live broadcast from Riverside, California.

Live2Lead 2023 also focused on equipping attendees with valuable leadership principles and personal growth techniques designed to drive transformative change within their organizations. Live2Lead also provided an invaluable networking platform. Our leaders are connected with like-minded individuals who share a passion for leadership and continuous learning.

# The Journey of Global Women Leadership Initiative (GWLI)

Gender parity in leadership is not just a goal; it's a necessity for fostering progress and diverse decision-making. Since its inception in 2019, **the Global Women Leadership Initiative (GWLI) has been a driving force in empowering women** at VDart. Through purposeful programs and initiatives, GWLI equips women with the confidence, skills, and grit needed to excel in their careers.

A six-member global committee of VDart women leaders spearheads GWLI's strategy, focusing on four core pillars that have been instrumental in its success:

- Personal & Professional Development**  
 Empowering women in personal and professional spheres through programs and initiatives that enhance their skills and confidence.
- Mentoring & Sponsoring**  
 Supporting women's career advancement through exclusive mentorship and sponsorship programs, providing guidance, advocacy, and opportunities for progression.
- Visibility & Storytelling**  
 Amplifying women's achievements and contributions, sharing their stories to inspire others, challenge stereotypes, and promote gender equality.
- Upward Mobility**  
 Continuously prioritizing a supportive and inclusive organizational culture that emphasizes diversity, equity, and inclusion, nurturing the growth and success of women.



## Webinars & Workshops

Aligned to the pillar of personal and professional development, GWLI conducts monthly webinars for women employees. Introduced during the pandemic, these have become a pivotal aspect of VDart's support system for women employees. These engaging sessions, featuring diverse speakers, address topics like lifestyle management, work-life balance, financial literacy, and legal rights for women. Collaboration with external experts and internal talents ensures participants a rich and dynamic experience.

The webinars have had a profound impact, with women gaining valuable knowledge, skills, and answers to their questions. We also complement these with quarterly experiential learning workshops covering self-care, personal branding, networking, and work-life balance. These hands-on sessions provide a meaningful platform for growth and development.



## VOICE - Annual Women Survey

We launched VOICE, our annual survey designed to **better understand the experiences and aspirations of our women employees**. This initiative underscores the GWLI team's commitment to empowering women leaders and fostering a supportive work environment.

Through VOICE, we invite all women employees to participate in the survey, as their insights are invaluable in shaping our organization's future. We ensure that **their responses remain completely confidential and contribute to creating a more inclusive and equitable workplace for all. The survey aims to create a platform for women to share their experiences, challenges, and aspirations, enabling the organization to implement targeted initiatives** to support their career progression.

By encouraging open and honest feedback, we aim to:

- Increased employee engagement and satisfaction among women
- Enhanced career development opportunities for women
- Stronger organizational culture of inclusion and diversity
- Data-driven decision-making to support women's advancement

Voice - An Annual Women's Survey	
Total Participation	
2022	78%
2023	89%

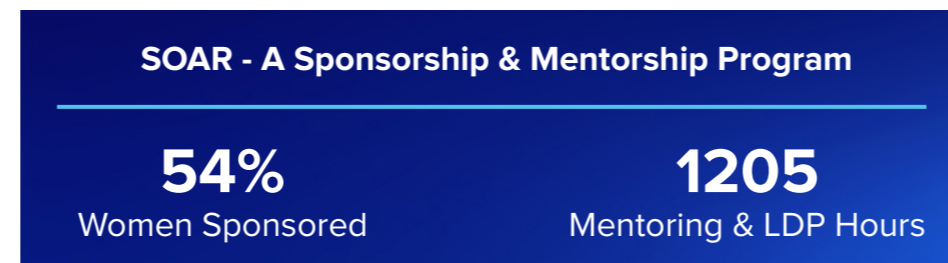
## SOAR Mentorship and Sponsorship Program

For many of our women employees in India, **entering the workforce as first-generation workers is a significant milestone**, often without the guidance of career-driven role models within their families. Recognizing this challenge, **VDart emphasizes the importance of mentorship, offering invaluable guidance and support to foster career sustainability and advancement**. We have designed SOAR program exclusively for women employees to build long-term careers at VDart, enabling them to chart their career paths through guidance and exploration while providing a safe space for open discussions about their ambitions.

SOAR is a six-month program designed to support our female employees by providing them with career-changing advice to create long-term careers at VDart and assisting them in securing significant opportunities for advancement. This program has been a milestone for VDart, as **it aims to accelerate the career growth of high-potential employees through sponsorship programs connecting them with company executives**. The program has expanded phenomenally, from eight mentees in 2021 to fourteen in 2022 and seventeen in 2023. To ensure mentees feel comfortable and connected, they are empowered to choose their own mentors. Due to its immense popularity, SOAR has become a recurring program, emphasizing our commitment to employee growth and development. The participation of male mentors has been instrumental in the program’s success, offering valuable advice and support to mentees.

The involvement of our leadership team across the board is integral to the program’s success, **as it offers unique perspectives and valuable support to mentees**. The program structure comprises one-on-one mentoring sessions with seasoned leaders within VDart, bridging the gap between mentees’ aspirations and their current situations by offering valuable advice and strategies for career advancement.

In response to the need to overcome linguistic barriers, we introduced the **Language Development Program (LDP) in 2022** as an additional component of the SOAR mentoring program. **This program offers opportunities for mentees to enhance their communication skills by refreshing fundamentals and building confidence in delivering public presentations**. Upon successful completion of the assessment-based, six-month one-on-one mentoring program and the LDP course, mentees become eligible for executive sponsorship. This sponsorship facilitates upward mobility in their career journey and enables them to fulfill their career aspirations. The impact of this mentoring and sponsoring program has been significant in the lives of mentees, both personally and professionally.



## Thinnai: A Peer Support Group

Drawing inspiration from the traditional Tamil concept of **“Thinnai,”** GWLI launched a program to form supportive internal communities for its women employees. This peer support group has evolved from an initiative to a thriving platform for connection, growth, and empowerment.

Launched in 2021 post-pandemic as a weekly engagement program for a pilot batch, **Thinnai quickly became a space for women to share experiences, support each other, and build lasting bonds**. The effectiveness of the program was evident as it sparked open discussions, exchanged perspectives, and left a lasting impact.

The program’s success led to its expansion into a formal peer support group during **Women’s History Month in 2023**. Today, Thinnai operates across our Indian and Malaysian facilities, fostering a sense of belonging and inclusivity. By providing a safe and supportive environment, Thinnai empowers women to overcome challenges, share knowledge, and inspire each other. This initiative has not only strengthened interpersonal relationships but has also contributed to a more inclusive and equitable workplace culture at VDart.

Thinnai - A Peer Support group	Numbers
Thinnai Groups	
2022	1
2023	5

## DEI Awareness Programs: Building an Inclusive Workplace

VDart’s commitment to diversity, equity, and inclusion (DEI) is reflected in the DEI Awareness Program across our Global Capability Centre (GCC). Since 2022, our team-based awareness sessions have focused on addressing workplace gender biases and stereotypes, aligning with GWLI’s objectives while highlighting men’s valuable role in promoting women in leadership.

These sessions foster open dialogue and emphasize the importance of a safe and inclusive environment where all voices are valued. Introduced in 2023, quarterly documentary screenings themed on challenging societal norms and advocating for equity, further our commitment to inclusivity by facilitating discussions on diversity and inclusion and enhancing understanding and acceptance.

Through these initiatives, we strive to create a workplace culture that celebrates diversity and makes everyone feel valued and respected.

## Culture of Celebration



At VDart, we take immense pride in the diversity and accomplishments of our workforce. We firmly believe in celebrating these aspects, particularly during significant events like **International Women’s Day and Women’s History Month**. These occasions serve as a platform to acknowledge and honor the extraordinary contributions of our women employees. By recognizing these events, we cultivate a culture of appreciation, togetherness, and advocacy for gender equality. This supportive environment empowers women to flourish in their professional endeavors.

We organize various engaging activities for our women employees during International Women’s Day and Women’s History Month. Aligning with the annual themes, such as **“Breaking the Bias”** in 2022 and **“Embrace Equity”** in 2023, we aim to raise awareness about gender equality and encourage inclusivity. These initiatives go beyond simply celebrating women; they involve men as advocates for these important themes. For instance, we organize events like **“Inspired Men on Inspirational Women,”** where male colleagues share stories about the women who have influenced them.

At VDart, we understand and appreciate the incredible **journey of motherhood that many** of our women employees embark upon. We recognize the significance of this milestone and strive to ensure

they feel supported and valued during this incredible phase that prepares them for motherhood.

To express our care and appreciation, we go above and beyond by sending specially curated gifts to our women employees before they go on maternity leave. This gesture signifies our commitment to providing psychological safety during and after maternity leave. We actively cultivate a workplace culture that values and supports motherhood, creating an environment where women feel comfortable returning to work. Celebrating motherhood is not just a singular event at VDart; it’s an ongoing dedication to empowering and uplifting our women employees at every stage of their lives.



## Celebration of Celebrations

The GWLI Townhall at VDart serves as a **professional platform exclusively for women**. This event features **fireside chats, panel discussions, and inspiring leadership speeches** on various business and professional development topics. The town hall also recognizes women who have actively volunteered and exhibited leadership qualities throughout the year. Additionally, it serves as a graduation ceremony for mentees who have completed the SOAR program.



The inaugural town hall in 2022 commemorated GWLI’s third anniversary and featured a special guest speaker, **Nedra Dickson, Managing Director, Global Supplier Inclusion & Sustainability Lead at Accenture**. In 2023, the event was expanded to include booths showcasing the impact of GWLI’s key initiatives. The GWLI Townhall fosters a sense of recognition, empowerment, and professional growth, celebrating the achievements and contributions of the remarkable women at VDart.

Personal And Professional Development Initiatives	Human Hours Invested
2022	2251
2023	2881
Total 2022 & 2023	5132

Total Human Hours GWLI	Human Hours Invested
2022	3254
2023	4373
Total 2022 & 2023	7627

# Employee Well-being

## Paving the Way to Healthy and Sustainable Living

Committed to prioritizing the well-being of our employees as our mission, we understand that the success and growth of our organization are deeply connected to the well-being of our workforce and the communities we serve. Since we operate in a service-oriented industry, we recognize the importance of strategic alignment. This is why prioritizing employee well-being is a central focus within VDart's Environmental, Social, and Governance (ESG) framework.

Our journey began with the launch of the **Employee Well-being Initiative** in January 2021, underscoring our holistic approach that addresses both physical and emotional well-being. Throughout 2022, we remained consistent in our commitment to implementing initiatives to enhance our employees' overall health and happiness. Moving into 2023, our dedication to nurturing the well-being of our workforce continues as we pursue strategies to unlock their fullest potential and sustain their wellness.



## Employee Wellness Drives

### Physical Well-being Initiative

**Vaccination Camps:** In response to the COVID-19 pandemic, we organized on-site vaccination camps throughout 2021 and 2022. This initiative ensured easy access to vaccinations for our employees, contributing to a 98% vaccination rate and a safe work environment.

**Dental Screening Camps:** We conducted dental check-up camps at our facilities, allowing over 100 employees to receive preventative care. Early detection of dental issues promotes good oral health and overall well-being, reducing the need for extensive treatments.

**Eye Check-up Camps:** Recognizing the demands of screen-based work, we partnered with an eye hospital in 2023 to offer comprehensive eye examinations at our GCC in Trichy. Over 100 employees participated, receiving personalized advice and solutions to maintain optimal eye health.

### Emotional Well-being Initiative

**Well-being Counseling Month:** In recognition of the growing importance of mental well-being in the workplace, we implemented an initiative in 2022, titled “**Well-being Counseling Month**,” which **aimed to combat the stigma surrounding mental health issues and create a supportive work environment** for employees. Partnering with an organizational psychologist, we provided confidential one-on-one counseling sessions on-site. This accessibility allowed employees to seek help without the barriers of scheduling external appointments or feeling uncomfortable venturing outside the familiar work environment.

The program's focus on both personal and professional challenges reflects our commitment to fostering a well-rounded support system for our people.

**Desk Plants:** In 2023, we encouraged employees to personalize their workspaces with desk plants. This initiative reflects our commitment to a healthier work environment as we believe this initiative offers two key benefits:

- Improved Atmosphere: Create a visually appealing and welcoming workspace.
- Enhanced Well-being: Promote feelings of calmness, reduce stress, and foster a sense of belonging.

This small addition allows employees to personalize their work area and potentially experience improved focus and well-being.

## Equipping for the Future: Financial Well-being Initiative

To emphasize the importance of financial well-being and making informed financial decisions, we've been offering workshops on **financial literacy** for the past few years led by experienced consultants. These workshops cover practical topics like **household budgeting** and **tax-saving strategies**, along with **investment basics**. Through these initiatives, our employees gain valuable knowledge that helps them **manage their finances** effectively, set and **achieve financial goals**, and ultimately, **plan for a secure future**.





## Employee Engagement Initiatives

**Well-being Connect:** This program prioritizes the emotional health of our remote employees of Dimiour, a VDart Group Company, fostering connections and social well-being through various initiatives.

**November Gratitude:** In November, we embrace gratitude by encouraging employees to express appreciation for each other's contributions. This practice strengthens relationships, fosters a positive work environment, and promotes a sense of belonging.

**Ring the Bell Initiative:** Launched in 2022, this initiative promotes employee well-being by reminding everyone to stay hydrated throughout the workday.

**Recipe Exchange Initiative:** We launched this program to promote healthy living, cultural exchange, and team bonding. Employees share their favorite recipes, fostering a sense of community and inclusion while promoting healthy dietary choices. Virtual and in-person cooking events provide a creative outlet for celebrating our diverse culinary traditions. Shared recipes are easily accessible via QR codes, encouraging employees to explore new dishes.

**Fun Friday:** Fun Fridays feature entertaining events like games, music, and dance activities led by employees. Designed to alleviate stress and promote relaxation, these events offer a fun way to unwind and boost morale.

**Cultural Celebration:** We celebrate Indian festivals like Pongal, Christmas, Diwali, and Onam, showcasing our commitment to cultural diversity and fostering a sense of belonging among employees. This year, we hosted our first Holi celebration at our Atlanta office. The event aimed to foster a sense of camaraderie and unity among employees, while introducing them to the vibrant Indian festival.

Employees actively participated in the festivities, strengthening bonds and creating a positive work environment. It demonstrated the company's commitment to employee well-being and fostering a diverse and inclusive workplace.

**Trainee Engagement Activities:** To foster stronger connections, identify early attrition indicators, and create a positive work environment for trainees, we are incorporating engaging initiatives such as animal therapy sessions, sunny day funds, and departmental swaps. These activities are designed to vary the work routine, boost trainee motivation, and reduce stress, ultimately fostering a more engaged and passionate workforce.

**Sports Mania:** VDart has a long-standing emphasis on physical well-being through sporting events. In 2022 and 2023, a growing number of employees (280 in 2022 and 394 in 2023) participated in a variety of indoor and outdoor sports activities during VDart Sports Mania. These events promote physical fitness and team spirit among colleagues.

**VDart Movie Fest:** In 2022 and 2023, VDart organized film screenings for employees at our India location, allowing them to unwind, enjoy time with colleagues, and promote camaraderie.

### Metrics & Human Hours

No. of Engagement Programs & Activities	29
Total Human Hours Organized	1981
Vaccination Drives	2

## Awareness and Training Programs

In 2022 and 2023, we hosted a variety of well-being awareness programs and training sessions, significantly benefiting our employees. These initiatives prioritized health and wellness, addressing various aspects of employee well-being. Key programs included **Yoga and Ayurveda Sessions, Pink October for Breast Cancer Awareness, Menstrual Hygiene Workshops, Mindfulness Sessions, Healthy Heart Program, Stress Management Workshops, and Digital Well-being Sessions.** These initiatives have provided employees with opportunities to learn and be mindful about their body and mind.

Additionally, VDart has introduced monthly well-being snippets with visually engaging information through internal communications to continually encourage employees and raise awareness about their lifestyles. These snippets cover various well-being themes, such as **workplace wellness, smoking cessation, mental health practices, social media detox, gratitude cultivation, good habit formation, and mindfulness techniques, promoting a comprehensive approach to employee well-being.**

By prioritizing overall well-being, we have cultivated a supportive and nurturing workplace environment where individuals can thrive both personally and professionally. Well-being education is emphasized in every aspect, starting with the induction of new hires, and continuing through ongoing initiatives. VDart's dedication and strategic efforts remain steadfast in ensuring the holistic wellness of its workforce, driving sustained success and prosperity for all.

# Governance

*Leading With Integrity, Anchored in Values*

# Purpose & Culture

From the very beginning, VDart is driven by a deep-seated belief in making a real difference in people’s lives. It’s a passion that fuels everything we do. We see every opportunity, every connection as a chance to live our **Purpose** of “**transforming the trajectory of lives.**”

Our vision, “To touch the lives of all those associated with us, creating success, wealth, and enhancing the quality of life,” encompasses this purpose.

Our leadership aspires to create a profound and lasting influence on people’s lives, uphold values, and embrace the potential of every individual. Integrity, compassion, celebration, investing in our people, and passionately serving our clients are the core values guiding our function, ensuring that we uphold our commitments and deliver what we promise.



We take pride in instilling our core values in our people—**our employees**—and ensure our values shine through our actions and interactions with all our stakeholders.

Our twelve core values—**Our Credo**, are encapsulated within the acronym **ARISE**.

**ARISE** defines who we are and our behaviors in building trust and resilience to thrive as an ethical, purpose-driven, and culturally aligned organization.

**ARISE** stands for

 **Action**

 **Respect**

 **Inspire**

 **Serve**

 **Empower**

which encompasses our 12 Credo statements:

- **Thoughtful Bias for Action**
- **Collaboration**
- **Integrity in Everything We Do**
- **Clarity and Simplicity**
- **We Celebrate Success**
- **We Treat People with Respect and Courtesy**
- **We Drive Performance through Inspiration**
- **Enterprise Thinking**
- **We are Invested in Our People’s Development**
- **We Drive, Embrace Proactive and Intentional Change**
- **We Fearlessly Champion Big Ideas and Diligently Get Things Done**
- **We are Storytellers – How We Impact Our Stakeholders and Our People**

As a purpose-driven organization, our initiatives directly serve our higher goal. We foster a culture of mutual respect, continuous learning, professional development, knowledge sharing, and exceeding expectations.



## Credo Awareness and Training

We ensure every employee understands our purpose and credos, fostering alignment and investment in shared goals. Vdart conducts programs and workshops to enhance awareness and understanding of our Credos.

- Employee Induction Session & Leadership development programs**  
 Culture and value sessions, a key component of our employee induction and leadership development programs, are designed to actively engage every employee, from new hires to senior leaders. These sessions, filled with storytelling and interactive discussions, not only embed our culture in the mindset of our workforce but also explain our purpose, culture, and values and our unwavering commitment to employee and client success.
- Spirit Wear Slogan Contests**  
 Spirit Wear Slogan Contests aim to infuse vigor, fun, and pride in being a Vdartian among employees by encouraging them to come up with creative, witty, and quirky slogans that best reflect our culture and values. Winning slogans are printed on T-shirts which are distributed to employees during our annual Rewards and Recognition ceremony.
- Purpose & Culture Workshops**  
 Our Purpose & Culture Workshops, tailored for teams, begin with a pre-workshop session for team leaders. This session allows leaders to grasp the team's current dynamics and address any concerns. The workshops then delve into our values and core purpose, guiding teams on how to embody our purpose and helping individuals find meaning and pride in their work.

- Credo Lunch & Learns**  
 Every 4th Friday of the month is dedicated to sessions that promote our values and how they can be applied to professional and personal lives. Employees and executive leaders attend these sessions from all over the world. The Credo lunch-and-learn sessions were facilitated by our next-gen leaders who are part of the PROPEL Leadership Mentoring Program indicating the equal importance we place on both performance excellence and living our core values.

These initiatives ensure a strong alignment between our purpose, values, and employee actions, fostering a positive and purpose-driven work environment.

Metrics & Human Hours	
Total No. of sessions	66
Employees Covered	85%
Credo Awards	24
Total Human Hours	2267

# Ethics & Compliance

Ethics, integrity, and compliance anchor all our business practices at Vdart. We place a high priority on maintaining elevated ethical standards across all facets of our operations, acknowledging their pivotal role in nurturing trust and integrity in our interactions with clients, suppliers, and employees. Our steadfast dedication to ethical conduct serves as a guiding force in our decision-making, bolstering trust and integrity in our relationships. This commitment underscores our unwavering pledge to cultivate enduring partnerships founded on mutual respect, transparency, and answerability.

## Policies & Practices

Our business operates on uncompromising policies and practices that form the bedrock of sustainable operations. Our sustainability approach encompasses environmental stewardship, social responsibility, and effective governance. We meticulously enforce compliance with labor laws, regulations, and our Code of Work Ethics to ensure ethical conduct and individual accountability.

Safeguarding data and assets and ensuring workplace safety are non-negotiable components of our organizational fabric. Our steadfast dedication to corporate citizenship and sustainable practices drives an unequivocal positive impact.



We maintain high standards for a harassment-free workplace environment through proactive whistleblower policies and a dedicated **Prevention of Sexual Harassment (PoSH) committee**. Our unwavering goal is to establish an unassailable, ethical, and sustainable organization.

We implemented a digital **Performance Management System (PMS)** accessible through the employee portal, streamlining performance evaluations and enhancing transparency. By automating appraisal notifications and integrating performance data, we ensure timely and accurate feedback, fostering a culture of continuous improvement and accountability.

## Supplier Code of Conduct

Our Supplier Code of Conduct is grounded in the principles of the International Labor Organization, the UN Global Compact, and the UN Universal Declaration of Human Rights. As an ethical organization, we uphold all applicable laws and regulations related to labor and human rights.

Our suppliers are also expected to comply with these laws, including those related to minimum wage, working hours, and child labor. We also hold our suppliers accountable for adhering to human rights principles and avoiding practices that violate or contribute to human rights abuses. We work closely with our suppliers to ensure they share our commitment to labor and human rights, and we continuously improve our supply chain practices to achieve this goal.

In addition, we expect our suppliers to prioritize environmental responsibility. They should comply with all applicable environmental laws and regulations, including waste management, pollution control, and greenhouse gas emissions. Our suppliers should be transparent about their environmental performance and report regularly on their progress towards meeting environmental goals.

We also prioritize health and safety and require our suppliers to comply with all applicable laws and regulations related to these issues. Suppliers should conduct regular risk assessments to identify and minimize potential hazards and provide adequate training and access to appropriate medical care.

### Additional Resources

- Supplier Code of Conduct
- Code of Work Ethics
- Sustainability Policy
- EMS Policy
- Whistleblower Policy (available for employees)
- PoSH (available for employees)
- Employee Benefits Policies (available for employees)

# Risk & Crisis Management

Our comprehensive risk management program proactively identifies potential threats and their business impact. We evaluate critical assets, assess vulnerabilities, and determine the severity of potential consequences. This approach is supported by robust management systems, including clear accountability structures, defined risk protocols, ongoing training programs, established standards, and regular audits and assessments. Our proactive approach safeguards business operations assets and adapts to evolving challenges.

## Financial Controls & Audits

We adhere to all applicable tax laws and regulations, mitigating the risk of penalties or fines. We maintain effective financial management systems to proactively identify and address financial risks.

## Business Continuity Plan

Our proactive and adaptable Business Continuity Plan has proven invaluable during recent uncertainties. By prioritizing preparedness, strategic foresight, and employee well-being, we've mitigated risks and positioned ourselves for sustainable growth. This plan serves as a solid foundation, allowing us to navigate challenges and project a prosperous future.

## Cybersecurity

Our cybersecurity measures include a comprehensive incident management and response plan for detecting, analyzing, containing, eradicating, recovering from, and communicating information security incidents. Additionally, we prioritize eco-friendly disposal of documents, laptops, and hard drives.



# Information Security & Data Privacy

Our commitment to robust IT governance ensures trust, compliance, and resilience across our global operations. Information security and data privacy are fundamental to our success, and we have implemented a comprehensive Information Security Management System (ISMS) to guarantee data confidentiality, integrity, and availability. Mandatory annual security training and regular awareness programs keep our employees informed, reinforcing our dedication to the highest security and ethical standards.

## Our Best Practices

We adhere to best-in-class information security governance, which includes standardized risk management programs and continuous monitoring to engage stakeholders effectively. Our methodology identifies critical assets and potential threats. Physical access controls and strict privilege principles govern system access. Multi-factor authentication and single sign-on protocols safeguard against password vulnerabilities. We maintain incident reports and a centralized register to track and analyze security incidents, facilitating preventive measures. Endpoint protection provides an additional layer of defense against external threats.

Through well-crafted policy development, sustainable practices, and proactive risk management, we fortify our defenses against emerging threats while upholding the highest security standards.

**Security Policy Development:** We prioritize cybersecurity policies that outline clear guidelines for access controls, technology resource usage, incident response procedures, and regulatory compliance. These policies form the cornerstone of our governance framework, ensuring a proactive approach to safeguarding information and systems.

**E-Waste Management:** Aligned with international standards, our e-waste policy exemplifies our dedication to environmental sustainability. By establishing stringent disposal protocols, we minimize environmental impact, adhere to ethical and regulatory requirements, and reinforce responsible corporate citizenship.

**Sustainable Technology Practices:** We prioritize responsible disposal of outdated IT equipment through environmentally conscious strategies, minimizing our ecological footprint and contributing to a circular economy.

**Data Security Safeguards:** We deploy robust technological safeguards, including encryption, access controls, and data loss prevention mechanisms to protect sensitive data confidentiality. Continuous assessment and fortification of our defenses ensure compliance with data protection regulations and instill confidence in stakeholders.

**Cyber Incident Response and Recovery:** We prioritize preparedness to mitigate cyber incidents. We are equipped to swiftly respond to and recover from cyber threats through meticulous planning and regular drills. Data backups and incident response procedures bolster organizational resilience and minimize operational disruptions.

**Understanding the Risk Landscape:** A comprehensive understanding of the risk environment allows us to tailor policies and controls effectively. Risk assessments identify and mitigate potential threats to confidentiality and privacy. Proactive measures like user authentication and continuous monitoring reduce the risk of unauthorized data exposure.

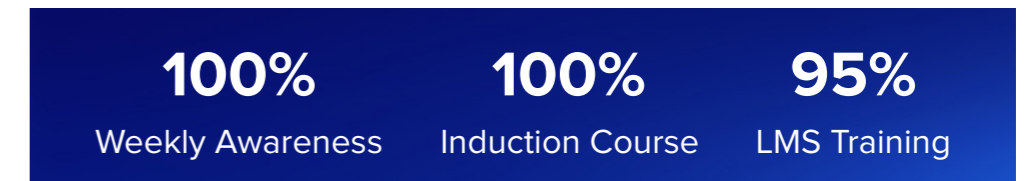
**Strategic Risk Management:** We identify emerging threats and opportunities to adapt our security strategies and align them with VDart's business objectives. Investment in innovative technologies ensures a proactive stance in mitigating risks while fostering sustainable growth and market differentiation.

**People-Centric Risk Management:** Recognizing the human factor in risk mitigation, we prioritize a culture of security awareness and accountability. Ongoing training empowers employees to recognize and respond to security threats effectively. Integrating ethical considerations into risk management processes underscores our commitment to ethical conduct and stakeholder trust.

**Business Continuity Planning:** By engaging security and resilience professionals, we fortify our preparedness to maintain essential functions during and after cyber incidents. This proactive approach minimizes disruption and underscores our commitment to preserving customer trust, as we believe ensuring operational resilience is fundamental.

**Regular Audits and Assessments:** Continuous evaluation of our governance framework is crucial to ensure its effectiveness. Regular audits and assessments gauge the effectiveness of policies, procedures, and controls. Internal audits, vulnerability assessments, and compliance audits enable us to uphold regulatory requirements and industry standards, fostering transparency and accountability.

**Security Awareness Training:** Comprehensive security awareness training empowers employees to become frontline defenders. We disseminate knowledge on password security, phishing awareness, and social engineering through various channels. By keeping employees informed, we foster a culture of vigilance and resilience.



# Standards & Certifications

In the United States, we are certified by and Corporate Plus Member of:



The **National Minority Supplier Development Council Inc.® (NMSDC®)** is one of the country's leading corporate membership organizations. <https://nmsdc.org/>



The **Georgia Minority Supplier Development Council (GMSDC)** is the state of Georgia's leading advocacy organization for small business development and supplier diversity. <https://gmsdc.org/>



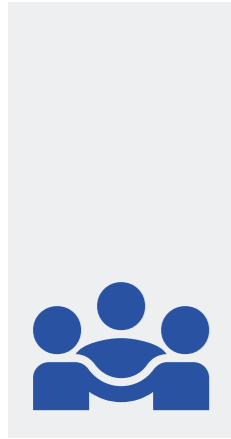
**Dallas Fort Worth Minority Supplier Development Council (DFW MSDC)** facilitates business connections between buying entity members and certified minority-owned businesses in order to meet supply chain demands and further the economic development. <https://dfwmsdc.com/>



The **Canadian Aboriginal and Minority Supplier Council (CAMSC)** facilitates the growth of Aboriginal and minority owned businesses, by connecting them to procurement opportunities with companies and governments committed to a diverse and inclusive supply chain. <https://camsc.ca/>



# Impact Summary



17

CSR Initiative Globally



1954

Volunteering Hours



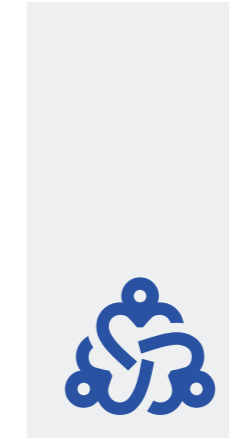
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Total L&D Hours



1981

Well-being Hours



85%

Employees covered purpose & culture workshop

# Partnerships & Commitments



# Awards & Accolades

## 2023



VDart Group Receives Prestigious Mega Award 2023 from DFW MSDC for Excellence in Minority Business Leadership.



VDart Receives National Supplier of the Year Class IV Award from NMSDC.



VDart Attains Significant Sustainability Milestone with EcoVadis Bronze Medal Certification.



VDart wins the 2023 Supplier of the Year – Class IV award by the Georgia Minority Supplier Development Council (GMSDC).

GMSDC Recognizes Sidd with Eagle Award.

## 2022



VDart wins Atlanta's Best and Brightest Companies to Work For®.



Great Place to Work® India 2022