

## **QACA ESG Policy Statement**

Quality Austria Central Asia Pvt. Ltd. (QACA) is one of India's leading Testing, Inspection and Certification service providers that helps individuals and organizations to progress and profit through continuous improvement.

With a large employee base and PAN-India operations, QACA understands and accepts its responsibility towards maintaining a sustainable and ethical approach in all its business operations. As part of this, QACA has adopted an ESG (Environmental, Social and Governance) framework. Our policy commitments as part of our ESG initiative are mentioned below. These policies are binding on all QACA employees and implementation of the same is periodically reviewed by QACA top leadership. QACA also encourages its business partners to adopt and implement ESG framework for a more sustainable future.

## **Environmental Commitments**

### **1. Energy Management Policy**

QACA is committed to reduce environmental impact by focusing on energy efficiency and renewable energy. We aim to set targets for reducing our energy consumption and adopting energy efficient technologies/practices as well as renewable energy wherever possible.

[\*Refer QACA ESG Policy Manual\*](#)

### **2. Water Management Policy**

QACA is committed to responsible water consumption and management. We aim to reduce our water usage, improve water efficiency, and protect water resources. It includes measures to conserve fresh water, prevent water pollution and collaborate with communities on water-related issues.

[\*Refer QACA ESG Policy Manual\*](#)

### **3. Waste Management Policy**

QACA is committed towards environmentally sound waste management practices that aim to minimize its ecological footprint and contribute towards circular economy. We aim for waste reduction, recycling and reuse. We are

committed for responsible waste disposal mechanisms that align with environmental and regulatory requirements.

[Refer QACA ESG Policy Manual](#)

#### **4. Electronic Waste Management Policy**

QACA is committed to minimize the environmental impact of discarded electronics products by ensuring its responsible handling and disposal that align with environmental and regulatory requirements. We also aim to extend electronics product lifecycles and thereby reduce our electronic waste generation.

[Refer QACA ESG Policy Manual](#)

#### **5. Natural Resource Consumption Policy**

QACA is committed to integrate sustainability in its business activities by promoting responsible resource management and reducing environmental impact. This includes minimizing consumption of resources like water, paper, and energy; as well as transitioning to sustainable and renewable sources wherever possible.

[Refer QACA ESG Policy Manual](#)

#### **6. Travel and Logistics Policy**

QACA is committed to integrate sustainability in its business activities by opting for sustainable traveling and transportation options, reducing emissions, ensuring fair labour practices in the supply chain and ethical sourcing.

[Refer QACA Travel and Logistics Policy](#)

#### **7. Carbon Footprint & Climate Change Policy**

QACA is committed to measure and reduce its greenhouse gas (GHG) emissions like carbon dioxide, methane, chlorofluorocarbons, etc. We aim to integrate environmental considerations into our corporate decision-making process thereby reducing our carbon footprint and adopting sustainable business practices that mitigate climate related risks.

[Refer QACA ESG Policy Manual](#)

## **Social Commitments**

### **1. Employee Health and Safety Policy**

QACA is committed to integrating employee health and safety in its business practices to foster a sustainable workplace. We aim at creating a safe and healthy environment, promoting employee well-being, and ensuring compliance with relevant regulations and industry standards.

[\*Refer QACA Health & Safety Policy\*](#)

### **2. Human Rights Policy**

QACA is committed to respect employees' human rights and create a workplace that is free from discrimination and harassment. We aim to create a working environment where employees have right to safe and healthy working conditions, right to fair treatment and non-discrimination, right to privacy, right to freedom of association, right to fair wages and right to protection against unfair termination. We are committed towards ethical business practices by completely prohibiting forced or compulsory labour within the organization. We aim to ensure that our employees are not subjected to any type of coercion and possess complete freedom to explore and choose their employment. QACA is also committed to ensuring that employees carry the freedom to form and join organizations of their choice to advocate for their interests. We respect the rights of workers to collectively bargain for their rights.

[\*Refer QACA Labour and Human Rights Policy\*](#)

### **3. Employee Code of Conduct Policy**

QACA is committed to establishing clear guidelines regarding employee behaviour at workplace, conflicts of interest, data protection and ethical decision-making.

[\*Refer QACA Work Ethics Policy and QACA ESG Policy Manual\*](#)

### **4. Prevention of Harassment Policy**

QACA is committed for a safe and respectful work environment for all employees. This includes defining clear reporting procedures and having zero-tolerance towards all forms of harassment including sexual harassment. We also emphasize on employee training, regular communications and resolving harassment complaints promptly and fairly.

[Refer QACA Work Ethics Policy and QACA POSH Policy](#)

## **5. Diversity and Inclusion Policy**

QACA is committed to incorporate diversity and inclusion in its workforce in terms of a range of factors including gender, age, race, religion, sexual orientation, political affiliation and physical abilities.

[Refer QACA Diversity and Inclusion Policy](#)

## **6. Employee Engagement and Non-Discrimination Policy**

QACA is committed to make employees feel valued and connected within the organization, foster a sense of purpose within them, improve work environment, develop effective grievances redressal mechanism and build trust, thereby leading to higher employee engagement, satisfaction and retention. We are committed to treat all employees fairly and equally, regardless of their gender, age, race, religion, nationality, sexual orientation, political affiliation, physical abilities and other legally protected characteristics. We aim to ensure that all employees feel valued and respected in the organization.

[Refer QACA ESG Policy Manual](#)

## **7. Attendance and Leave Policy**

QACA is committed towards ethical and responsible practices related to employee work-life balance. This includes providing adequate leaves to employees and implementing clear/consistent attendance related procedures. We also aim to incorporate a robust maternity leave policy as part of our broader social responsibility and employee well-being commitments.

[Refer QACA Attendance and Leave Policy](#)

## **8. Community Engagement Policy**

QACA is committed to actively involve and collaborate with local communities that are affected by its operations, listening to their needs and aspirations, and working towards mutually beneficial solutions.

[Refer QACA Corporate Social Responsibility Policy and QACA ESG Policy Manual](#)

## **Governance Commitments**

### **1. Anti-Bribery and Anti-Corruption Policy**

QACA is committed to have zero tolerance on any form of bribery and corruption practices. We aim to foster transparency in all our business practices throughout the organization.

[\*Refer QACA Anti-Bribery and Anti-Corruption Policy\*](#)

### **2. Whistle Blower Policy**

QACA is committed to have a strong and robust whistleblower policy to promote transparency and ethical conduct within the organization; and thereby meet stakeholder expectations.

[\*Refer QACA ESG Policy Manual\*](#)

### **3. Anti-Competitive Behaviour Policy**

QACA is committed towards fair trade practices and not restricting competition in the market or creating undue influence/monopoly in the market.

[\*Refer QACA ESG Policy Manual\*](#)

### **4. Supply Chain Management Policy**

QACA aims to incorporate its ESG goals into its supply chain operations. We aim to ensure that all aspects of supply chain are managed responsibly, sustainably and ethically.

[\*Refer QACA ESG Policy Manual\*](#)

### **5. Customer Complaints Management Policy**

QACA is committed to ensure transparency, accountability and responsiveness to customer complaints and grievances. This includes establishing clear procedures for capturing, investigating, and resolving complaints. We also aim to monitor trends in customer complaints and thereby continuously improve customer experience.

[\*Refer QACA ESG Policy Manual\*](#)

## **6. Product/Service Stewardship**

QACA aims to adopt a proactive and responsible approach in fostering a positive change and ensuring that our business practices align with our ESG goals. This includes taking active ownership of our environmental and social impacts and influencing corporate behaviour towards more sustainable business practices.

[\*Refer QACA ESG Policy Manual\*](#)

## **7. Data Security and Cybersecurity Policy**

QACA is committed towards incorporating strong data security and cybersecurity measures to protect sensitive information of its employees and stakeholders. We aim to strengthen our corporate governance framework, gain stakeholders trust/confidence and demonstrate our commitment towards responsible business conduct.

[\*Refer QACA IT Governance Policy\*](#)

## **8. Business Continuity and Risk Management Policy**

QACA is committed to enhance resilience in its operations by ensuring that the organization continues its business operations even in the face of disruptions caused by power outages, natural disasters, supply chain, climate change, etc. We are committed to identifying, assessing and mitigating risks associated with environmental, social and governance factors that could impact the organization's performance, growth and reputation.

[\*Refer QACA ESG Policy Manual\*](#)

## **9. Contract Governance Policy**

QACA is committed to ensure that its contracts with clients, suppliers, vendors and partners are aligned with its ESG goals. We aim to operate in a sustainable and ethical manner considering impact of our contracts and business activities on our stakeholders, environment and the society at large.

[\*Refer QACA Contract Governance Policy\*](#)

## **10. Board Governance Policy**

QACA is committed to establishing rules, practices and processes by which it is directed and controlled thereby ensuring that it operates efficiently, transparently and in the best interest of all stakeholders. We aim to promote ethical behaviour, ensure compliance with laws and regulations, establish clear roles and responsibilities for the board of directors, and ultimately foster trust and confidence among all employees and stakeholders of the company.

[Refer QACA ESG Policy Manual](#)

## **11. Corporate Social Responsibility Policy**

QACA is committed towards supporting and giving back to the society through its CSR initiatives. We aim to carry our voluntary activities at regular intervals that benefit the society and environment.

[Refer QACA Corporate Social Responsibility Policy](#)

**Approved By**  
**Pankaj Rai**  
**Managing Director**  
**QACA**

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