



OCCUPATIONAL HEALTH & SAFETY POLICY

Sutherland is a process transformation company using a human centric approach and digital technology in equal measure, to enhance the customer experience. We are committed to achieving a high standard of occupational health and safety (OHS) throughout the organization to provide safe and healthy working conditions for our people and visitors in order to prevent work related injury and ill-health.

Sutherland recognizes that it has a duty to identify hazards and minimize OHS risks through enhanced design of infrastructure, application of ergonomics principles, advanced technology and industry best practices, risk control and emergency management training system, and promotion of safe commuting practices, healthy lifestyles, mental resilience, and overall wellbeing.

Sutherland strives to fulfill its OHS commitments by:

- Integrating OHS considerations and relevant contextual issues into business strategies, decision making, and in planning new operations.
- Complying with all OHS compliance obligations to which the company subscribes, and which relate to its health and safety hazards.
- Pursuing continual improvement of the OHS management systems and enhancing its OHS performance by providing a framework for setting OHS objectives focusing on the elimination of hazards and reduction of OHS risks.
- Implementing measures to manage climate-related risks and safeguard employees from changing environmental conditions.
- Institutionalizing a process for the consultation and participation of workers, and or their representatives, on the development, implementation, and refinement of OHS systems and programs.
- Collaborating and involving clients, contractors, and service providers in achieving our health and safety mission for an accident-free workplace.
- Reporting OHS performance to the relevant internal and external stakeholders through appropriate communication channels.
- Communicating the OHS policy to all employees, business partners, and ensuring it is available to the public.
- Reviewing the OHS policy and associated management systems periodically to ensure their continuing suitability, adequacy and effectiveness.

Every Sutherland employee shares appropriate responsibility to fulfill the company's obligations and commitment to provide safe and healthy workplace.



KS Kumar
Chief Commercial Officer

Date: 12 April 2024

Sutherland's OHS Policy is available at www.sutherlandglobal.com

Revision History:

Sutherland's OHS Policy was first published on 2 August 2012, the first revision was issued on 15 May 2015, second revision was issued on 1 July 2019, and this third revision has been issued on 12 April 2024.



We would appreciate your feedback.

Kindly write to us at healthandsafety@sutherlandglobal.com



Unlocking Digital Performance.
Delivering Measurable Results.



Sutherland is a leading global business and digital transformation partner. Leveraging our core expertise in artificial intelligence, automation, cloud engineering, advanced analytics, and our advanced products and platforms, we unlock digital performance for our clients. We work with iconic brands worldwide, spanning Healthcare, Insurance, Banking and Financial Services, Communications, Media and Entertainment, Travel, Logistics, and Retail industries. Our offerings are tailor-made, combining our market-leading technology with proven, rapid formulas to enhance digital capabilities uniquely suited to each client. We bring together human expertise and artificial intelligence to develop digital chemistry. This unlocks new possibilities, measurable transformative outcomes, and enduring relationships.