

*“Continuous value
creation for our
customers, employees,
investors and society”*

CORPORATE
SOCIAL
RESPONSIBILITY
POLICY



MOTIF INDIA INFOTECH PVT. LTD.

CORPORATE SOCIAL RESPONSIBILITY POLICY

*“Continuous value creation for our customers,
employees, investors and society”*

*-Vision statement
Motif India Infotech Pvt. Ltd.*

Version No.	1.1
Authorised by	CSR&G Committee

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1. Introduction:

1.1 Motif India Infotech Pvt. Ltd. (a wholly owned subsidiary of Motif, Inc., USA) was incorporated in the year 2000 and offers business process outsourcing and knowledge process outsourcing services that enable Fortune 500 and mid-market companies deliver an enhanced customer experience.

1.2 At Motif India Infotech Pvt. Ltd. (*hereinafter referred to as MIPL or Motif*), since inception the Corporate Social Responsibility (CSR) has been an integral part of the way we have been operating our business. For over 14 years, the Company's CSR initiatives has played pivotal role in improving the lives of the communities and society at large and in & around our operations with an objective to energize, involve and enable them to realize their potential. MIPL contributes to society through various internally-driven innovative CSR programs every year which has helped build a responsible business.

2. Scope:

This policy is applicable to Motif India Infotech Pvt. Ltd. in India.

As a responsible corporate citizen, MIPL has embarked on several initiatives of scale in the healthcare, education and livelihood domains. It endeavors to continuously learn from its experiences and adapt its policies and implementation strategy on an ongoing basis.

3. Policy

3.1 Corporate Social Responsibility Philosophy

“Motif strongly believes that creating value for the communities in which it operates is an essential part of its business. As we grow, we want to continue building on our vision of ‘Continuous value creation for our customers, employees, investors and society.’ To this effect, Motif contributes to society through various internally driven innovative CSR programs every year which have helped build a responsible business. Our activities are not only towards giving back to the community but also towards making better professionals and a good citizen”

Kaushal V. Mehta

Chairman & Managing Director

3.2 Vision - Mission - Core Value

MIPL seeks to continue its contribution to the society through its distinct value proposition that meets the needs of millions of people, enhancing their lives through healthcare, improving quality of living by providing education and enabling livelihoods by creating employment opportunities.



3.3 The main objective of MIPL's CSR policy is:

- Ensure an increased commitment at all levels in the organization, to operate its business in an economically, socially & environmentally sustainable manner, while recognizing the interests of all its stakeholders
- To lay down guidelines to make CSR a key business process for sustainable development of the society
- To directly/indirectly undertake projects/programs, which will enhance the quality of life and economic well-being of the communities; and society at large
- To generate goodwill and recognition among all stake holders of the company
- Instrumental in helping change/imbibe a mind-set amongst Motif employees (a majority of employees i.e., 50%+, aged between 21-25 years) along with thousands of citizens and organizations that giving back to the community can bring a sense of joy and satisfaction and can be done through participation in small ways
- Creation of health awareness amongst Motifians and citizens by encouraging voluntary participation in several CSR activities such as Annual Charity Walks, Blood Donation Drive etc.
- Creation of a transparent CSR platform where individuals and organizations can contribute for a good cause
- Sense of pride amongst Motifians in giving back to the community which has helped develop better professional and personal characteristics

4. CSR ACTIVITIES

4.1 Motif has identified 6 focus areas

<ul style="list-style-type: none">• RURAL TRANSFORMATION	Creating sustainable livelihood solutions, addressing poverty, hunger and malnutrition
<ul style="list-style-type: none">• HEALTH	Affordable solutions for healthcare through improved access, awareness and health seeking behavior
<ul style="list-style-type: none">• EDUCATION	Access to quality education, training and skill enhancement
<ul style="list-style-type: none">• ENVIRONMENT	Environmental sustainability, ecological balance, conservation of natural resources, promotion of hygiene and prevention of disease
<ul style="list-style-type: none">• ART, HERITAGE & CULTURE	Protection and promotion of India's art, and heritage culture
<ul style="list-style-type: none">• DISASTER RESPONSE	Managing and responding to disaster

MIPL aims to continue its work in the above mentioned areas and scale up further for better reach, deeper engagement and impact.

4.2 Exclusion from CSR

The following activity shall not form part of the CSR activities of the Company:-

- The activities undertaken in pursuance of normal course of business of a company
- CSR projects/programs or activities that directly benefit only the employees of the Company and their families
- Any contribution directly/indirectly to political party or any funds directed towards political parties or political causes
- Any CSR projects/programs or activities undertaken outside India

5. Implementation Strategy-

MI IPL is committed towards improving the lives of India's most marginalized and vulnerable communities.

The Social Responsibility initiatives of MI IPL to be implemented:

a) Directly or through a registered trust, society or company, if any established by MI IPL or its holding, subsidiary or associate company under section 8 of the Act

OR

b) Any other foundations, trusts, or a section 8 company (or erstwhile Section 25 company) or any other form of entity with a track record of at least three years in carrying out activities in related areas. While engaging with partners, MI IPL to evaluate the credentials of the implementing entity and seek relevant documents, information and details as per Annexure 1.

c) MI IPL may also collaborate with other companies or institutions for undertaking projects or programs for CSR activities.

The following summarizes the core model of engagement:

- a) Working towards improving lives of India's most marginalized and vulnerable communities
- b) Direct engagement with the communities through Employees of the Company itself who volunteer for giving service for noble cause and in special cases through team of trained professionals
- c) Focus on local needs, community ownership and long term sustainability
- d) Outcome and impact orientation
- e) Creating demonstrable models of development for replication
- f) Leveraging technology for development solutions

6. Measuring and Reporting Outcomes and Impact

6.1 Motif's Monitoring & Evaluation (M&E) framework aim to focus on outcome and impact measurement in multiple ways by measuring change in the lives of the communities that it engages with. The M&E team, comprising in-house team of experts, to continue to play a critical role in routine monitoring and analysis of the different parameters that represent the programmes through:

- a) Impact assessment studies
- b) Routine program monitoring to track key operational strategies
- c) Focus on beneficiaries' awareness, acceptance, feedback, deficiency & course correction
- d) Efficient information systems towards developing solutions for collecting, collating, storing, processing and transmitting information

6.2 The knowledge generated from different studies to be used for supporting the advocacy cause of development issues to positively influence the evidence based decision making process in development sector

6.3 MIPL to continuously strengthen its existing systems and processes to capture the impact (social/economic and developmental) through its various initiatives across multiple mediums. Periodic reports of CSR initiatives to be presented before the Corporate Social Responsibility and Governance Committee (CSR&G) and Board of Directors of the company

7. Governance

7.1 Corporate Social Responsibility & Governance Committee

CSR&G Committee shall be formed as per the applicable laws and the committee shall be responsible for the implementation/monitoring and review of this policy and various projects/activities undertaken under the policy. The CSR&G Committee shall submit periodical reports to the board of directors.

The present CSR&G committee of **MIPL** involves following individuals:

- Kaushal Mehta , CMD - Chairman
- Parul Mehta, Director - Member
- Dharmendra Kumar, V.P. Finance - Member

- a) MIPL's Board of Directors have formed a CSR&G Committee. This committee, along with the CSR team, to be responsible for the decision making, with respect to MIPL's CSR policy
- b) CSR&G Committee recommended the policy to MIPL's Board of Directors and the Board of Directors have approved this policy
- c) The Board level Committee to meet **at least twice a year** to review the implementation of CSR projects/programs and give suitable direction

8. Budget

- a) The Board of MIIPL to ensure that minimum of 2% of average net profit of the last 3 years is spent on CSR initiatives undertaken by MIIPL
- b) All expenditure towards the programs to be diligently documented
- c) In case at least 2% of average net profit of the last 3 years is not spent in a Financial year, reasons for the same to be specified in the CSR report besides carrying forward the unspent balance in the next year to spent together with the next years' CSR amount
- d) Any surplus generated out of the CSR activities not to be added to the normal business profits of MIIPL

ANNEXURE – 1

Indicative list of aspects to be considered while engaging with other entities

1. Due diligence of the implementing agency would be conducted to check the credentials of the organization. The following information from the interested implementing agencies would be sought, as relevant:

- i. Memorandum/Article of Association or Constitution
 - ii. Registration Certificate
 - iii. Registration Certificate under Section 12A
 - iv. Audited Accounts of last three years
 - v. IT Exemption Certificate under Section 80G (Lifetime validity)
 - vi. Pan Card
 - vii. IT Exemption Certificate under Section 35(i), if available
 - viii. Acknowledgement of Income Tax Return along with IT Return filed (last three years)
 - ix. FCRA Certificate (if any) and latest copy of FCRA Return FC-3, if available
 - x. Description of the project.
2. Ensure that the project/ programme are consistent with list of activities in Schedule VII of Companies Act, 2013
3. The team may visit and/or meet the representatives to assess the organization
4. Quarterly reporting on the progress in implementation of the projects/ programmes and utilization of the amounts
5. Reserving the rights, to be exercised at its sole discretion, of stopping the funding at any stage of the project, if the program is not being implemented as per program objectives and goals

(This document was approved by the Board of Directors at its Meeting held on October 22, 2014)

For more information Contact -