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Corporate Social Responsibility report 2020



OFFICE OF VALUES AND CULTURE

Building for
boundless impact

ust.com

Report approach

The UST Annual Corporate Social Responsibility (CSR) Report 2020 (Financial year April 2020 - March 2021) presents CSR related projects and initiatives for community development, executed by the employees through volunteering efforts and/or with non-profit organizations that the company has partnered with. The 2020 CSR Report includes the challenges of the COVID-19 pandemic, disaster relief initiatives and sustainable rehabilitation. Additionally, this report outlines UST's ongoing programs focused on education, health, livelihood and the environment.

Our mission to "Build for Boundless Impact" has expanded to our CSR initiatives as we implement impact-based social development solutions. The reporting approach of the Annual CSR Report 2020, is aligned with The Companies (Corporate Social Responsibility Rules) 2014, Schedule VII activities and UN Sustainable Development Goals 2030 (SDGs) at India and Global level.

UST has a presence in 25 countries with 42 operating and 34 delivery centers and is involved in community initiatives in every location that they are present in. This Annual CSR Report 2020 covers significant and scalable initiatives executed during the year in some of our larger locations in India (Trivandrum, Bengaluru, Kochi, Chennai, Hyderabad and Noida), USA (South Bay) and Malaysia (Penang).

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Leader's message



The company should be socially responsible and use most of the wealth created to help people less fortunate than ourselves. We should be involved in something higher than ourselves. If you believe in this aim and you are inspired and motivated by this belief, no one can stop us.

Late G. A. Menon
Founder Chairman, UST

Commitment unbound

When we are guided by a purpose greater than ourselves, our work becomes inspiration. This was and remains the founding principle of UST, ably guided by our Founder Chairman, Late G. A. Menon. For this reason, social responsibility is at the core of the vision that motivates all of us at UST every day: The vision to give back to the community, to transform 3 billion lives by 2022.

Anchored in our core values - Humility, Humanity and Integrity - UST's commitment to the community transcends any mandated structure or framework. It is a responsibility we embrace because we believe economic, environmental and social development of the society we live in is inherently tied in with our own organization's growth.

The year 2020, which challenged communities worldwide, was a clarion call for organizations around the world to help those affected by the debilitating effect of the COVID-19 pandemic. The year was a time to give, to respond empathetically and to care for others. Our employees rose to the occasion - over 500 employees who volunteered. We also were able to raise a significant amount through employee contributions for COVID-19 relief initiatives; UST matched employee contributions, pledging double the amount collected. Since UST has always encouraged a highly participatory and collaborative culture, these relief efforts were led by our employees across the globe including the US, UK, Spain, Malaysia, besides other UST locations.

UST aided thousands of people affected by the pandemic with food and ration. We also supported medical and first-level treatment centers by providing beds, medicals supplies, PPE kits, masks, doffing units, para-monitors and medical equipments.

Driven by the desire to make a difference to the most vulnerable sections of society, collectively, our teams reached out to over 30,000 individuals, touching each section of the society, especially focusing on women, children, the disabled, migrant workers and transgender people.

Programs included disaster relief, education, health and livelihood initiatives throughout the year.

While the pandemic continues in 2021, environmental crises also demand our attention. There is an imperative for reversing climate change and slowing down the rapid rate of damage to our ecosystems. With sustainable development as the goal, in 2021, UST is committed to reducing carbon emission. As part of this, a massive tree plantation program has been launched.

As someone who believes in the simple yet calming presence of nature, I'm particularly happy to note that our organization has planted nearly 30,000 trees in the last year, despite all the challenges of the pandemic.

As the year progresses, we look forward to increasing this green footprint, wherever we can in our own humble ways, across the world. Our pursuits of creativity, innovation and technological brilliance will continue to support our community globally. Because, as an inherently optimistic company, UST believes in the power and promise of technology and how it can create a better tomorrow for everyone around us.

Every day is a beginning and an opportunity to create an innovative solution to help those in need. This belief drives us forward even in the most difficult times. Together, we grow stronger by giving.

Thank you,



Krishna Sudheendra
Chief Executive Officer

Reaching out, touching lives

UST's CSR goal is aligned with the company's mission of touching 3 billion lives globally, by 2022. We are driven by our core values of 'Humility, Humanity, Integrity,' in all that we do. Our organizational culture is an embodiment of empathy, reflected in our CSR philosophy of reaching out to our employees, customers, communities, and the environment. We utilize or technology to help create more inclusive societies that offer more opportunities to people.

As a socially conscious company, UST believes that the communities around our business locations are an essential and indispensable part of our ecosystem. We play an active role in empowering local communities to achieve their full potential. We focus our CSR initiatives in and around the UST business locations, always integrating social and environmental considerations.

Challenges: 2020 witnessed the most challenging times many have faced. The ongoing COVID-19 pandemic has forced all organizations to re-assess and change the way they function. Technology is at the forefront, acting as a catalyst to this change especially as remote working has become the go to solution. Suddenly a three-letter acronym, BCP (Business Continuity Planning), became the industry buzzword. At UST we are focused on ensuring 'value continuity,' at all times.

At UST, we diverted our maximum financial resources and volunteers' efforts to support the vulnerable communities impacted most by the COVID-19 pandemic. Along with our CSR support, the funds raised by UST volunteers for COVID-19 relief initiatives displayed solidarity during this challenging time. We reached 80,000+ people for direct COVID-19 relief support, including poverty-stricken urban areas, rural and tribal people, migrant workers, transgender people, terminally ill patients, disabled people, women and children in orphanages, service homes and destitute homes, front line health workers and community workers. Our major focus was to provide food, rations, cooked meals and daily consumables to vulnerable communities. On the medical front, support is being provided to medical institutes, hospitals and front line health workers in the form of medical equipment, COVID-19 related medical supplies.

Inclusion: At UST, we recognize that inclusive growth is key to the long-term progress of all stakeholders in our society. In a small way, UST's CSR initiatives have contributed to development issues in the global locations that we are present in. Our focus areas are education, health, environment

and disaster relief, with special emphasis on the issues impacting of women and childhood development. All CSR focus areas of UST were realigned and executed with a multi-sectoral approach to find mid- to long-term solutions during the pandemic and to contribute towards our Sustainable Development Goals (SDGs).

Relationships based on trust: Our CSR approach is driven by partnerships based on trust between the corporation and the communities. Our CSR strategy engages with key stakeholders that include the board, executive leadership, employees, customers, government bodies, non-profit organizations, academia and business bodies at multiple global locations.

Involvement of employees: Our CSR initiatives have been successful due to the active participation of UST employees. Their involvement through the lifecycle from project planning to implementation and evaluation has been note-worthy. 2020 was rife with challenges, with COVID-19 protocol and social distancing. During this time we were amazed teams of passionate and empathetic volunteers who went beyond their limits to support communities affected by the pandemic. More than 500 volunteers across UST India, APAC and Australia locations volunteered in community based initiatives. Our association with credible and result oriented NGO partners has also significantly contributed to implementing CSR projects and bringing in community participation to ensure sustenance.

We are in the business of transforming lives, so newer technologies present greater opportunities to redefine the future of work, and reimagine business and societies. UST is working to unlock the potential of these technologies in the area of education, healthcare and livelihood to create a positive change and contribute to the greater good. We endeavor to be a catalyst in the journey of human development and help shape a brighter future for our people, businesses, and the planet.

Together we can improve the lives of billions, now and for future generations.

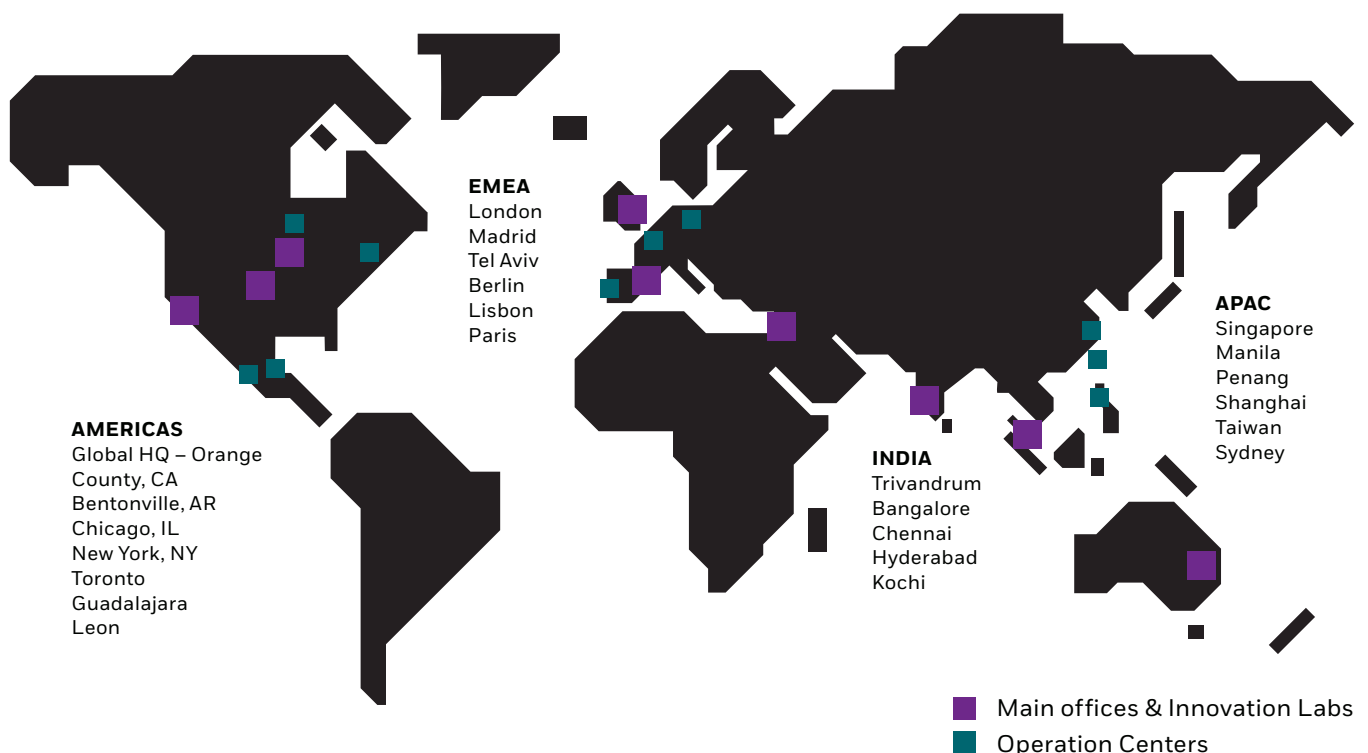


Sunil Balakrishnan
Chief Values Officer

Imagine a future and we'll help you build it

About UST

For more than 20 years, UST has worked side by side with the world's best companies to make a real impact through transformation. Powered by technology, inspired by people and led by our purpose, we partner with our clients from design to operation. Through our nimble approach, we identify their core challenges, and craft disruptive solutions that bring their vision to life. With deep domain expertise and a future-proof philosophy, we embed innovation and agility into our client's organizations—delivering measurable value and lasting change across industries, and around the world. Together, with over 26,000 employees in 25 countries, we build for boundless impact—touching billions of lives in the process.



Our values

Our core values, **humility**, **humanity** and **integrity** emanate from the vision and wisdom of our founders. These values guide our company, serving as it's cultural cornerstone.

Living the values: UST integrates its core values into all aspects of its operations and activities. This has engendered a unique culture which is embedded in the company. Providing the foundation for action through the organization and making us one of the best technology and digital services companies on the planet.

The Office of Values and Culture (OVC): Set up in the year 2019, the OVC manifests the company's commitment to integrate business and ethics into our everyday work.

The three pillars of the OVC:

- Values & Culture
- Colors of UST (Employee Engagement Framework of UST)
- Corporate Social Responsibility (CSR)

The mission of the OVC is to sustain, strengthen and scale our values globally. We will ensure that the three pillars that constitute the OVC will drive its mission through volunteer-based initiatives across geographies and verticals. Ensuring our customers and communities experience our values in compelling ways.

OUR CORE VALUES



Humility

We will listen, learn, be empathetic, and help selflessly in our interactions with everyone



Humanity

Through business, we will better the lives of those less fortunate than ourselves



Integrity

We honor our commitments and act with responsibility in all our relationships

Office of Values and Culture (OVC)



Creating shared value for the organization while building a better world

Corporate Social Responsibility is "the continuing commitment by business to contribute to economic development while improving the quality of life of the workforce and their families as well as of the community and society at large." Globally, CSR aims both to examine the role of business in society and to maximize the positive societal outcomes of business activity.

At UST, CSR initiatives flow naturally from our core values. It is integrated with the company processes and worked towards community development since its inception, 1999, demonstrating the commitment of the organization towards the triple bottom line of the business: Profit, People, and Planet.

At the National and Global framework level, the UST CSR focus areas are aligned with UN Sustainable Development Goals* 2030 and Schedule VII activities of (Corporate Social Responsibility Policy) Rules, 2014. [The UST CSR policy focus areas work on Education, Health, Environment, Livelihood and Disaster Relief.](#)

UST Welfare Foundation UST's CSR strategy dovetails neatly into the Company's mission of "Impact Unbound".

The UST Welfare Foundation is aligned to and works on the CSR focus areas of UST in areas of Education, Health, Environment, Disaster Relief, and Diversity & Inclusion. The CSR approach has been evolved from a one-time philanthropic activity to the impact-based programmatic approach of implementation under each CSR vertical area. Focus is given to inclusive community development and the empowerment of women and differently-abled people. UST Welfare Foundation follows the standard process for partnering with credible grassroots level non-profit organizations as implementation partners. UST Welfare Foundation programs also integrate with the employee engagement framework of the Company, Colors, to ensure the active participation of UST employees and contribution towards result-oriented CSR initiatives. Of our global workforce of 26,000 employees, more than 20% are actively engaged in the CSR activities thereby directly contributing to the benefit of communities across geographies.

Established in 2015, UST Welfare Foundation, a non-profit organization, acts as a nodal body to implement CSR initiatives for UST and its subsidiaries, in India and the USA.



*The 17 Sustainable Development Goals (SDGs) are the world's best plan to build a better world for people and our planet by 2030. Adopted by all United Nations Member States in 2015, the SDGs are a call for action by all countries - poor, rich and middle-income - to promote prosperity while protecting the environment. They recognize that ending poverty must go hand-in-hand with strategies that build economic growth and address a range of social needs including education, health, equality and job opportunities, while tackling climate change and working to preserve our ocean and forests.

For more details please visit <https://sustainabledevelopment.un.org/>

Transforming lives



Education

30,000+



Health

6,200+



Livelihood

1,500

CSR dashboard
FY2020-21



Environment

30,000
tree plantation



Disaster relief

42,300+

32,585,185 gallon water conservation



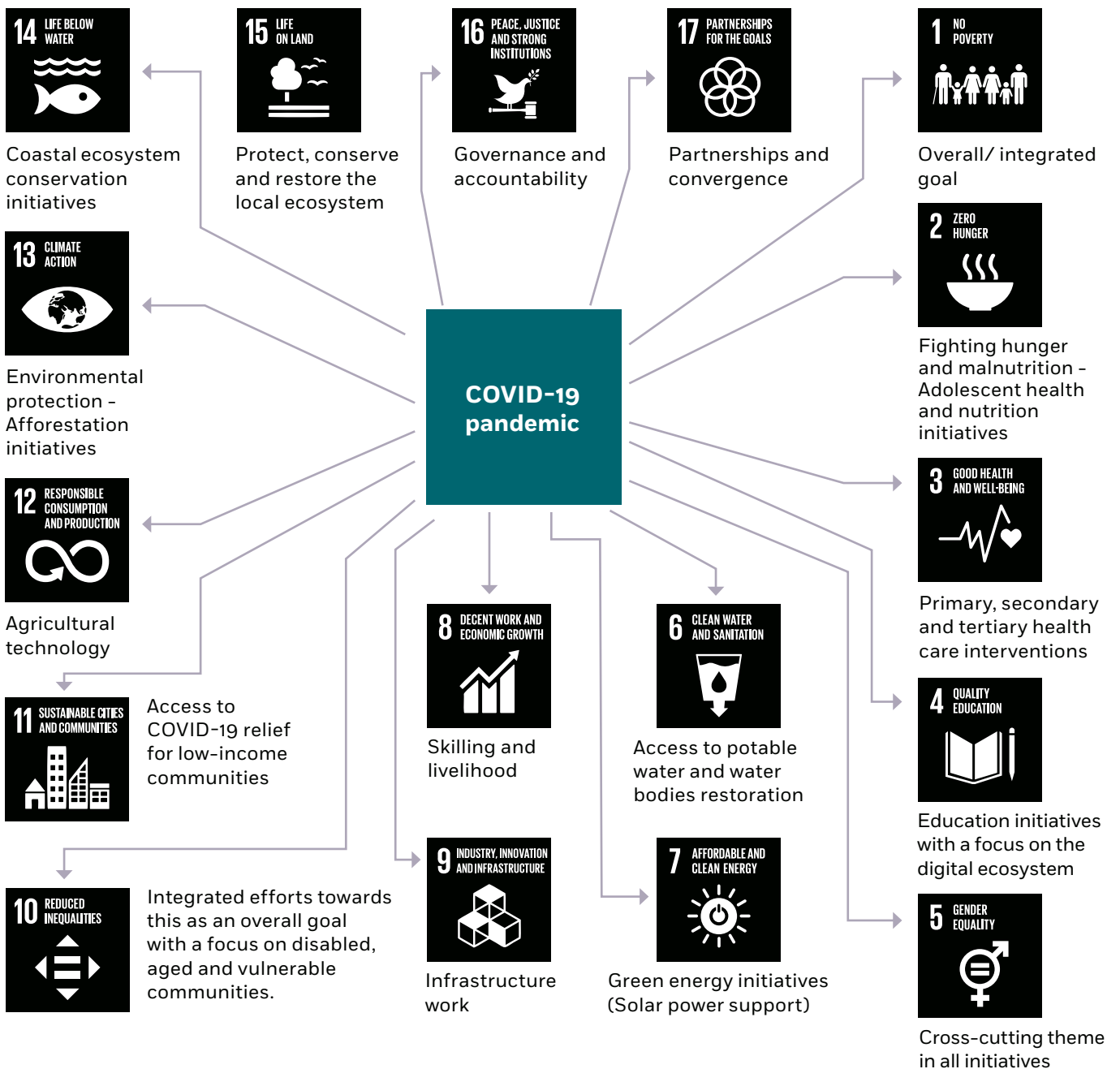
Total lives impacted

80,000+

People, planet and profit – dignity, peace and prosperity

CSR focus areas at UST align with UN SDG and are guided by the National CSR guidelines. Our CSR initiatives are planned, implemented and the outcomes measured according to the CSR policy of the organization. Diversity, equity and inclusion are deep abiding commitments of UST for all our social programs.

Areas where we worked to align UST CSR initiatives with UN SDGs during the COVID-19 pandemic



CSR initiatives

In our CSR initiatives, we aim for boundless impact—touching and transforming lives in as many areas as is possible.



Education

- Adopt-a-School
- Student scholarship program
- Digital ecosystem and STEM for continuing education during the pandemic



Health

- Adolescent health and malnutrition prevention initiatives
- Support to terminally ill patients with non communicable diseases
- Mental health initiatives
- Substance abuse prevention
- Primary health care for communicable and non communicable diseases



Livelihood

- Women livelihood initiatives
- Agricultural technology based livelihood initiative for tribal youth.



Environment

- Afforestation projects with Miyawaki Method
- Coastal area preservation with mangrove project
- Lake rejuvenation initiatives



Disaster relief

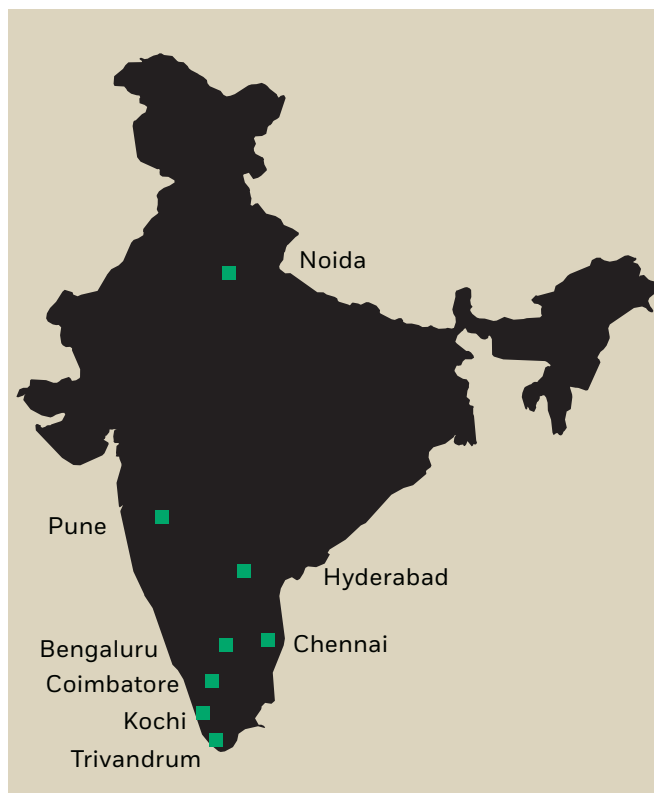
- COVID-19 and flood relief work
- Food and ration support to vulnerable communities
 - Medical supplies (infrastructure, equipment and consumables) to health facilities and front line health workers



Disability & inclusion

- Support disabled children with technology-based education
- Medical support for disabled
- Support Kerala's visually-challenged women's cricket team
- Education support to children with autism
- COVID-19 relief initiatives to support transgender and migrant worker communities

UST CSR footprints in India and global locations



Education



Continuing education

As COVID-19 forced schools to shut down across the world, students, parents and educators felt the unexpected ripple effect of the COVID-19 pandemic. The worst hit were the disadvantaged. UST rose to the challenge helping children especially the disabled and girls, in Government/Public schools, rural, poverty-stricken and tribal areas continue their education through digital platforms and the teaching learning materials.

Adopt-a-School

COVID-19 UST worked with different initiatives to continue education for students, aligning with the different COVID-19 protocols in the different states of India. UST also reached out to students in remote, rural and tribal areas, expanding the boundaries of our Adopt-a-School program.

Under the Adopt-a-School program, several UST CSR volunteer teams, in partnership with Government Schools, NGO partners and community-based groups, developed a digital ecosystem across geographies.

Educational aids

Books, stationery and teaching/learning material were the need of the hour for students missing school. We reached out to the rural and tribal children of Government schools, covering 37 schools and 6,800 children, with the school books, teaching/learning materials, school bags, stationery and art-craft materials.



Impact

12,500+

Students supported under the Adopt-a-School Program for continuing education

272

Scholarships disbursed/given for higher education

8,325

Digital resource support

3,400

Teaching and learning materials support for home-based education of children under Adopt-a-School program

12+

Schools with digital libraries, classroom set up, and infrastructure support

580

Disabled children supported with disabled customized teaching-learning and teacher's support

141

Students received life and job-ready skills through virtual volunteering with UST teams

Digital transformation

The need for digital education skyrocketed during COVID-19, presenting us with a new set of challenges and gaps in the online teaching infrastructure. The limited exposure of teachers to online teaching, the information gap, non-conducive environments for learning at home, equity and higher education academic excellence all presented challenges. UST's education initiatives focused on bridging the gap to enable both students and teachers to move to an online mode of education. It was especially challenging to develop solutions for students with no access to digital resources.

Technology aid

- Television sets installed in schools, tribal hamlets and rural areas for satellite-based education in Kerala
- Computer lab set up in Government schools
- Laptops, tablets and desktops with solar-powered batteries provided to tribal hamlets of Wayanad, Palakkad and Thrissur.
- Computer lab set up with projector room and IT teacher support in shelters and service homes



Digital infrastructure and resources to the Government schools and children to continue education in pandemic.

Teacher support

Teacher support was provided to children in autistic centers, shelters and service homes and adopted schools to continue interaction and teaching sessions amidst the pandemic.

Support to disabled children

Customized teaching and learning material, including braille books, tablets and computers with customized software for blind children, and specialized activity sets for autistic children. We made a special effort to help disabled children be safe and engaged productively at home and at education centers during the pandemic. Our NGO partners were Welfare Association for Rehabilitation of Disabled and Society (WARDS), Academy for Severe Handicaps and Autism (ASHA), Jyothirgamaya (Center for Blind children).



Scholarship award to children to continue graduate and postgraduate education

Scholarships

In 2020, we continued providing scholarships and scaled it up to 227 students for engineering studies. The scholarships, offered to high school students in partnership with the Vidyadhan program, came with a commitment of financial support until the recipients completed their college studies. Scholarships were given to students in and around UST locations in India including Kerala, Karnataka, Tamil Nadu, Telangana and Maharashtra.

Several UST initiatives supported our scholarship students, including 'Chrysalis' virtual volunteering sessions by UST employees. UST Vidhyadhan scholarships for technical, life- and job-ready skills and the UST Vidhyadhan platform for job placements with UST. In 2020-21, a total of nine final year students participated in the UST interview drive for the online, technical and final rounds of interviews.

Adopt-a-School – Transcending boundaries

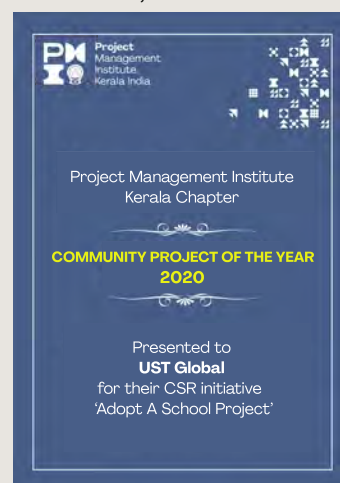
Despite the pandemic, we stay connected thanks to technology. But the story isn't the same for everyone. For children who are part of our Adopt-a-School program, the pandemic was a stumbling block in their quest to learn. For those who couldn't afford a television at home, Kerala's satellite TV-based learning program wasn't accessible. Unfortunately, this challenge wasn't limited to a small group of students.



For the children from the tribal hamlets in the outskirts of Wayanad district in Kerala, it was their geographical location that was a challenge. For the disabled and autistic children from Kozhikode and Bengaluru, their financial situation was an additional hurdle to cross. Children across the state faced similar challenges.

Realizing this, our volunteers extended the Adopt-a-School program across the state, identifying specific needs and providing them with relevant support. Whether it was the need for smart phones or internet connectivity, television sets or books, we sought to provide the assistance needed. Through this initiative, we at UST supported students from 50+ adopted schools across India (Trivandrum, Kochi, Bengaluru, Chennai, Hyderabad and Noida).

Driving transformation through digital learning is ongoing, with our team replicating similar models in other UST locations across India and the APAC region. We work closely with various organizations and schools to identify the gaps and bridge them. Combining our digital expertise and passion to serve, UST aims to empower children to transcend geographical, financial and societal boundaries in their educational pursuits.

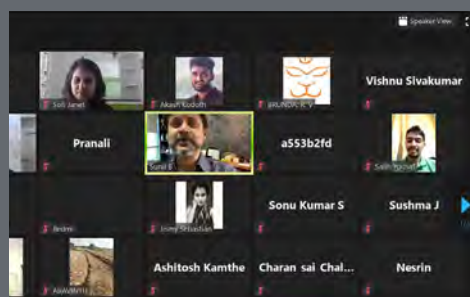


From caterpillar to butterfly

The Chrisalis program mentors, skills and coaches UST Vidhyadhan scholarship students. It is run by a team of UST volunteers who plan, design, curate, conduct and follow up with students on scholarship for engineering studies. They support students on the IT related technical skills, life skills and job employability skills. Skill development sessions include:

- **Technical webinars** – Basics of Natural Language, Blockchain model, Bitcoin and Ethereum.
- **Job employability skills** – Effective communication, Presentation skills, Group discussion, Resume and Interview preparation.
- **Life skills** – Personality development, Leadership skills, Problem Optimization skills.

The challenges presented by the pandemic gave our volunteers the unique opportunity to conduct rigorous online programs for final year students.



Voices from students and volunteers

"Sometimes we are blessed with opportunities in our lives that leave us transformed in ways we had not thought of. The Chrysalis program of Vidyadhan was one such experience for me."

Sulagna Das

Lead - Communications and Training at UST

"With UST training, I can say, I will never be afraid of interviews, writing resumes and approaching someone to sell our abilities to get what we deserve. I've received two job offers. I am glad that I have been a part of this training process and thankful to each member, UST and the Vidyadhan family."

Annsana Baby

UST - Vidyadhan Scholar

Disruptive digital intervention

The pandemic threw education into disarray. Access to digital education, specially for under privileged girls in India was a huge challenge. With CSR focus primarily on education, we buckled down to address this challenge.

The disruptive digital intervention launched, born, with the intention of helping:

- Bridge the digital divide between girl students of service homes studying from middle school to the polytechnic college.
- Create learning interest, and improve attendance and retention
- Improve learning processes and pedagogy

With the combined efforts of the UST CSR team, the Telangana State Government Department, Hyderabad Software Enterprises Association and Nirmaan organization (NGO) a digital computer lab with a projector room and a computer science teacher were provided at the service home for children under the Women and Child Welfare Department, in Telangana, Andhra Pradesh. The computer lab now supports the education of 180 girls, enabling them to continue their studies through digital learning.

MS Divya Devrajan, IAS, Secretary, Women and Child Development department had this to say, on the occasion of the inauguration of the digital lab, "The girls staying in the service home are very bright and all of them are scoring 90+ GPA in their studies. We thank UST for supporting the girls' education with digital transformation."



Health

The COVID-19 health crisis shut down the global economy, demonstrating how inseparable healthcare and the economy have become.

The pandemic disrupted routine health services as strict lockdowns were imposed. It not only put the burden on the healthcare system and frontline health workers, it also increased the risk for other critical communicable and non communicable diseases.

UST CSR's two-pronged health interventions are focused on physical, mental and social health. They work to provide primary health care services to needy community groups. Additionally, to promote hygiene and healthcare awareness in the community.

Beyond our focus on providing medical and healthcare support for COVID-19 emergencies, our CSR healthcare programs continued working toward our long term goals for primary, secondary and tertiary health care to patients, families and medical institutions.



The health care vertical of this report shares CSR initiatives for the holistic health of the community during this challenging time.

COVID-19 related medical initiatives have been covered under the heading of Disaster Relief page no. 28.



Impact

325

Terminally ill patients supported for the treatment

3,183

Patients given primary health care and diagnostic services at tribal health camps

500

Patients counselled for mental health issues, at mental health care centers

292

Disabled children/ people provided with medical assistive devices

650

Adolescents/youth counselled and engaged to prevent substance abuse

1,250

Adolescent girls provided optimum nutrition for combating malnutrition and improving reproductive health

A holistic approach to health

Community-based health camps were organized in the tribal areas of Kerala to provide primary diagnosis and generic medicines. These camps were established with the help of primary health care centers and Family Planning Associations for addressing communicable and non-communicable diseases.

Geriatric care and health check-ups for senior citizens were organized in partnership with Aasraya Old Age Welfare Centre, All India Women's Conference and the Government Ayurvedic Hospital, Trivandrum. All health camps provided medicines, health care and primary health diagnosis.

Treatment support was provided to terminally ill patients fighting cancer and kidney failure, in partnership with our NGO partners SOLACE, Cancure Foundation and Keshavdev Trust. Patients, largely children with cancer, kidney failure and type 1 diabetes mellitus were given financial assistance for treatment, operation cost and consumable medicines.

Mental health

UST CSR initiatives at the Santhimandiram- psychosocial rehabilitation center started with fulfilling basic needs like helping build the kitchen and serving areas. Not only were extensive resources provided, but UST employees also worked with residents in the

kitchen gardens and the plantation, distributed eco-friendly material and entertained inmates with recreational activities. They worked with close to 100 patients in the year 2020. A set of security cameras were also installed for the safety and security of the inmates of Shantimandiram.

Infrastructure

Access to safe drinking water is an urgent problem for India, especially in rural areas where lack of potable water has led to decades-old sanitation and health problems. The key to securing drinking water is to look at the role communities play. We are working to provide locally owned and managed drinking water through methods that are simple and can be used, monitored, and managed by people and local governments.

A water purification and treatment plant with 50,000 liter capacity was set up for Ashraya, Center for the Mentally retarded, Autism and Multiple disability people. The center is situated in a remote rural area of Kerala with no potable drinking water for more than 50 inmates, staff, educators and cleaners. Despite a capacity of 500 inmates, the lack of clean drinking water made it a struggle for the center to take on more people. UST volunteers visited the center, understood the need directly in the field, engaged with water treatment service providers and had a water treatment plant installed at the center.



Dialysis units were provided for the treatment of terminally ill patients.



Treatment support for patients with cancer.

Say NO to drugs! Substance abuse prevention amongst the youth

Alcohol, tobacco and inhalants are common initial substances of abuse according to a study done by the National Drug Dependence Treatment Centre and the All India Institute of Medical Sciences. They have been described as gateway substances, The research reveals that these substances are easily available to children and are of pressing concern. UST's initiative with partner Fourth Wave Foundation addresses substance abuse prevention among young adults by engaging the youth in sporting activities.

The VENDA cup is a unique initiative to address health and build self-esteem through a series of football matches. Project VENDA works primarily to contain and manage substance abuse among teenagers and youth. In 2020, although the pandemic disrupted plans to organize the VENDA cup, the passion participants engaged in the initiative made the VENDA cup possible. UST, with the support of our stakeholders, followed all the COVID-19 protocols and organized a five-day tournament, with 32 boys teams and 9 girls teams across Ernakulam District, Kochi. 100 matches were played in the league and knock-out stages.

During the five-day tournament, we organized referee training, student empowerment programs, substance abuse surveys among the youth, on-ground medical support and live streaming, all with safety protocols in place.



Fighting hunger and malnutrition

The issue of infant deaths is extremely complex with many inter-related factors contributing to it. There have been several studies done on the subject since 2013. An investigation done by UNICEF in 2013 attributed the prevalence of malnutrition and anemia in pregnant mothers to be the prime reason for this malady. Attappadi is infamous for high infant mortality rates (IMR) among the native tribal population, higher than the state average.

After several neonatal deaths, studies by the National Nutrition Board in Attappadi revealed low protein intake by adolescents, especially girls. In addition, they also face menstrual and reproductive health problems, psychological problems, early marriage and other issues.

UST, in partnership with NGO Swami Vivekananda Medical Mission, planned, curated and is executing a multi-year targeted program for adolescent girls' health and well-being.

Interventions started with the survey of 200 tribal families of Attappadi to supply them with nutritional grocery kits. The doctors of Vivekananda Medical Mission Hospital helped design these nutrition kits. The program aims to provide the following interventions among about 1,250 adolescent girls of 100+ hamlets in the areas of nutrition and education on reproductive and mental health.

Programmatic and execution level interventions



Fighting hunger and malnutrition in tribal areas.

include:

- Baseline surveys with nutritional assessment among adolescent girls
- Capability building of community-based health volunteers
- Meetings, knowledge sharing sessions/ behavior change communication in adolescent girls peer groups
- Tracking and monitoring of the nutritional status of adolescent girls
- Dietary interventions with nutrimix health drinks prepared from locally available nutritious foods

Changing lives with medical assistive devices

A Touch from Heart initiative: Ten children with a physical disability, autism or cerebral palsy were supported with medical assistive devices for healthy and independent mobility.

Based on their needs, they were given customized medical assistive devices, checked and supervised by a team of physiotherapists and specialists from the National Institute of Speech and Hearing, Trivandrum.

These customized assistive and adaptive devices help reduce pain, maximize independence, increase social interface and interaction, which subsequently enhance social participation, contribution and inclusion of these children with disabilities.

A similar exercise was carried out by the UST CSR team, in partnership with the Association of People with Disability (APD), in Karnataka. Children and adults were surveyed in 6 districts of Karnataka and 98 of them were identified

based on their need and socio-economic situation.

The intervention with the Assistive and Adaptive technology unit included:

- An 8-step protocol - Referral and appointment, assessment, prescription, funding and ordering, product preparation, fitting, user training, maintenance, repair and follow-up.
- Customized Orthotic/Splints – ankle-foot orthosis, calipers, hand splints, body shell, special sandals, special shoes and insoles
- Customized Prosthesis/Artificial limbs
- Customized Mobility devices – canes, walkers, rollators
- Customized Supporting device – corner chair, standing frame, commodes
- Customized Wheelchairs
- Customized 3D printed Postural support devices-seating solutions for comfortable seating in wheelchair/chair- supporting the right posture, which could prevent pain and deformity.



Medical Assistive devices for children with disabilities and cerebral palsy.

Volunteer's voice

When I reached out to the parents of the children whom we support under the Touch from Heart initiative for coordinating the purchase of customized equipment, I started to realize the challenges these parents face as they help their children live moment by moment each day. I was emotionally carried away many a times, but I pulled up my courage and together we ensured that the measurements are taken, and the right device is made, tried and handed over to each of these children.

- **Najina Mohammed**, Project Manager, UST, India

Livelihood



Livelihood initiatives of UST CSR focus on the livelihood and entrepreneurship of youth and women. In 2020, the impact of lockdown on the

livelihoods and wellbeing of people, could not be ignored.

The uncertain nature of the pandemic made it extremely difficult for governments across the world to formulate policies. However, the challenge is bigger for India. Given the informal economy of a country filled with migrant labour, the lockdown led to loss of livelihood for many in urban, rural and tribal areas.

In spite of the lockdown and the subsequent social distancing measures that prevented us from working aggressively for the livelihood of the people, we took small steps to bring about positive changes in the most affected and vulnerable groups in the community.



Impact

80

Girls of shelters were provided with a well-equipped digital lab with a training room for IT skill training and job placement

135

Women were provided a stitching unit with demand and supply chain set up for their eco-friendly cloth bags

15

Mothers of autistic children were trained in block printing and textile design to provide them with livelihood opportunities

20

Visually challenged female cricketers from the Cricket Association for the Blind, Kerala, were trained to set up independent Food Processing Units

12+

Self help women's groups were offered entrepreneurial activities for income generation

580

Prisoners of a sub-jail in Kerala were offered entrepreneurial activities for income generation

200

Tribal youth and women supported with community-based agricultural processing unit

Empowering women with bankable skills

The pandemic affected the livelihood of over 1 million people. The impacts of crises are never gender-neutral and COVID-19 is no exception. Women who are low-income and marginalized face an even higher risk of COVID-19 transmission and fatality, loss of livelihood and increased violence. In this case, the most vulnerable section of women in shelters, service homes and orphanages during this pandemic, were supported by UST CSR initiatives for livelihood.

A professional stitching unit with trainer support was set up in the destitute home in Thanal, Kerala, managed by Nila Seva Samiti for adult women inmates for their training, stitching-related orders and livelihood generation. Similarly, the livelihood of mothers of cancer survivors' children was supported with their requirement of stitching machines in Trivandrum in partnership with the Rajeshwari organization working towards women empowerment.

A digital lab with training support was set up for the 80 inmates of the Thanal Girl's shelter home. The girls were trained in IT skills and acquired diplomas and post-graduate degrees in computer science and applications like Tally. Trainers and career counselors helped the girls develop employability and job placements.

Integrated with the UST CSR program for autistic children, a holistic approach was adopted for the mothers of autistic children coming to the educational center in Bengaluru. A block printing and textile designing unit was set up by the NGO ASHA, for income generation for the mothers. The training covered all aspects of block printing, including textile designing, stitching and supplying the orders. The program also caters to mental health issues and counseling of mothers taking care of autistic children.

A community-based milling and tilling unit to cater to the post-harvest processing of the local yield was set up for the tribal youth and women of 14 hamlets of Attapadi, in Palakkad district of Kerala. A UST CSR initiative, the milling and tilling units are run and managed by community-based groups of youth and women, supervised by locally elected members of the panchayat. Regular technical and operational support is being provided by the UST NGO partner PAN India.



Milling and tilling unit set up in tribal area of Kerala for women and youth entrepreneurship

Thanks pour in from mothers of autistic children

Mothers of children with autism have higher levels of parenting-related stress. As primary care-givers they work untiringly, unnoticed and unthanked. These mothers came in to the ASHA NGO, Bengaluru for the teaching and learning session for a children with autism. While the children are busy in their learning sessions their mothers are sitting and waiting there patiently, day after day. UST, in partnership with ASHA NGO set up a block printing and textile designing unit to train these mothers. The mothers learnt how to make things like pencil cases, trays, dairies. They were also taught to take orders and supply items. It was a hit for many reasons. Here are some of their voices:

“I didn't know I would be able to earn while looking after my child. It has given me a lot of self-confidence.”

“The NTP skilling group has taught me so many skills – embroidery, stitching, printing – and I enjoy sitting and working together with the group.”

Environment



- Adopting reduce, reuse and recycle principles across our operations globally
- Conserving natural resources by implementing systematic and cost-effective methods for energy, water and e-waste management
- Conducting necessary training programs to enhance environmental awareness among our employees, suppliers and sub-contractors
- Setting metrics to measure our environmental management performance and striving for continuous improvement on performance. <https://www.ust-global.com/environmental-policy>

UST follows Carbon Emission and Environmental Impact Policy to ensure global environmental protection through our proactive environmental management programs, management commitment and employee awareness. We aim to minimize environmental impact by our activities, products and services by:

- Complying with all applicable regulations and other relevant legal requirements
- Working with our customers and supporting their environmental initiatives
- Aligning our environmental management systems with international environmental management standards

UST is certified by ISO 14001 for environmental protection measures across business verticals.

Aligning with the policy, UST CSR initiatives for environment protection work on the ecosystem for carbon offsetting in the community. UST's volunteer team started the tree plantation campaign with a commitment of planting 20,000 trees in 2020. The pandemic, and the ensuing lockdown put various limitations on achieving our commitment, but with the enthusiasm and passion of our UST volunteers teams we engaged all community based stakeholders for massive tree plantation drives and water body conservation initiatives across UST India and the APAC.



Impact

6,000

Tree plantations in community areas in 8 UST locations in India and Malaysia

13,000

Trees planted with Miyawaki Afforestation method under the project Habitat

11,000

Mangrove tree plantation for coastal area conservation

32,585,185

Gallon capacity waterbody conservation projects with 2 lakes rejuvenation

The Climate Pledge

UST took another step in committing to a more environmentally friendly future by joining The Climate Pledge, a cross-sector business community working together to crack the climate crisis and solve the challenges of decarbonizing our economy. The commitment co-founded by Amazon (NASDAQ: AMZN) and Global Optimism calls on new signatories to be net-zero carbon across their businesses by 2040—a decade ahead of the Paris Accord’s goal of 2050.

By joining this initiative, UST is marking an unwavering commitment to sustainability. Powered by purpose, UST invests an average of 2% net profits in impact-based outcomes annually and is implementing science-based, high-impact changes to the business initiatives that support the UN Sustainable Development Goals of 2030.

For over 20 years, UST has strived to drop its carbon emissions and has been innovating to address climate change and environmental issues and focus on global sustainability and socio-economic development.

Commitment for tree plantation

With the focused and targeted approach UST made a commitment in December 2019 to achieve the target of 20,000 trees plantation in 2020 with the intensive engagement of UST volunteers.



Tree plantation drive by UST volunteers in Bengaluru manure yard

We at UST are happy and proud to note that, at the organizational level, we have achieved 30,000 trees planted across UST India and APAC locations during the period of July 2020 to March 2021, in spite of all the challenges caused by the pandemic.

Afforestation with Project Habitat

UST, with the help of local communities and extensive volunteering, conducted a tree plantation drive during 2020, in eight locations in India and Malaysia.

Community areas, were transformed into tree plantations with the Miyawaki Tree Afforestation method.

The Miyawaki method of tree plantation grows saplings ten times faster, and the forest is 30 times denser. In two years, the forest growth is unimaginable. Miyawaki forest is the answer to cities that are turning to concrete jungles. Small forests in multiple locations within the city will act as a carbon sink for the city.

The vast ecosystem of UST volunteers, vendors, NGO partners, and community groups, all pitched in to plant around 30,000 trees of diverse species, in Trivandrum, Kochi, Bengaluru, Chennai, Coimbatore, Noida and Malaysia.



Tree plantation with UST Malaysia team



The Queen's Red Crown Project - the jewel in our crown!

Mangrove project - Coastal area conservation initiative

The Queen's Red Crown project of UST is through a joint partnership of CEREM – Centre for Earth Research and Environment Management' along with CUSAT – Cochin University of Science and Technology. As part of this project, we intended to plant 10,000 mangrove saplings in the shallow waters of Vembanad Lake along the shores of the Kochi coastal area with the approval of appropriate Government authority. Kochi is called the 'Queen of the Arabian Sea'. The species of mangrove that we have picked to plant is 'Red Rhizophora Mangle', hence the project "Queen's Red Crown Project".

A total of 11,000 mangrove tree saplings were planted by UST volunteer teams. The mangrove plantation generates a long term positive impact on the coastal area conservation with the outcomes below:

- 1 Provides both city dwellers and tourists with a picturesque view of the city roadsides and lakeshores
- 2 80% of global fish catch relies on mangroves that are natural breeding grounds. Supports 20,000 fishermen
- 3 Being an inter-tidal ecosystem, provides roosting and nesting habitat for terrestrial and aquatic biodiversity

- 4 Dense network of roots and vegetation of groves filter and trap sediments, heavy metals and other pollutants
- 5 First line of defense for coastal communities. Resists erosion, storm surge, flooding and hurricanes

The project aims to engage the local communities to take the ownership of maintenance, protection and conservation of mangroves.



UST volunteering planting mangrove sapling in the Kochi coastal area

Waterbody restoration project

Flood mitigation, groundwater recharge, biodiversity enhancement, industrial development and water security are just a few of the benefits that waterbodies provide to a city. It is time their role is properly evaluated in the urban economy and effective actions are initiated for their rejuvenation.

UST CSR initiatives for water body conservation are continuing with our lake rejuvenation program. Starting with one lake rejuvenation in Chennai in the year 2019, the project was replicated and scaled up in Coimbatore and Hyderabad with two projects of lake rejuvenation with the local municipal authority and community engagement.

The lake rejuvenation project in Hyderabad, Andhra Pradesh executed with a public-private partnership model with the Nizamudin Municipal Corporation, covered a 3-acre lake bed. While a lake with a 2 acre land parcel was restored in Coimbatore, Tamilnadu in partnership with the NGO Kovai Kulangal Pathukappu, Ammaippu.

The activities planned and executed were:

- Clearing weeds
- Fencing the lake body
- Desilting
- Inlet and outlet regulation
- Removal of sediments along the periphery of the bund
- Bund strengthening and fencing



Lake rejuvenation project in Hyderabad - before

The project generated outcomes in the areas of community empowerment through community-based volunteers' groups surrounding the lake, an increase in groundwater percolation, improved flood resilience and reduced garbage dumping and pollution.

Award-winning lake rejuvenation project

UST has always taken a keen interest in environmental projects, and when we funded the revival of Uzhavarkeni Thangal in Chennai, we did not know it would be part of the project that wins the national level Smart Cities Water Project Award.

We are thrilled with this result.



Lake rejuvenation project in Hyderabad - after

Disaster relief

On January 30th, 2020, the World Health Organization (WHO) declared COVID-19 a public health emergency of international concern. The global health crisis caused an unprecedented restructuring of resources in terms of both speed and scale of mobilization. Corporate Social Responsibility (CSR), is playing a crucial role in the age of this pandemic COVID-19, where business is trying their best to cope with this tremendous challenge.

CSR is a self-regulating business model which implies that the company interacts with its stakeholders and the general public for being socially responsible.

In India, on March 23rd, 2020, all expenditures incurred on activities related to COVID-19, were announced to be added as permissible avenues for CSR expenditure under the CSR rules. Funds were allowed to be spent on activities relating to promotion of healthcare, including preventive health care and sanitation and disaster management. The UST CSR team quickly responded to drive up its response initiatives.

Even before this announcement, we began relief work in the community to help vulnerable groups with basic survival relief with food and medical supplies. The COVID-19 relief work by UST supported community-based



organizations and also directly engaged with people following mandatory COVID-19 protocol in the field.

UST COVID-19 relief work was also initiated at global locations, including USA, Malaysia and Australia.

While the COVID-19 relief work was going on, Kerala (Kochi) and Hyderabad (Telangana) in India were stricken by floods. UST teams were at the forefront to provide flood relief to the people in the form of food, essential items and livelihood support.



Impact

14,700

People got direct food and ration support, especially those in vulnerable and needy groups, including orphans and in-need, children, women, differently-abled, migrant workers, transgender people, disabled children and people, autistic children and adults.

14,000

Frontline health workers were supported with medical supplies and first level treatment centers for COVID-19 patients

1,500

People supported in flood-affected areas in Kochi and Hyderabad, India.

UST rises to the occasion

The pandemic affected both personal and professional lives across industries of all scales and types, resulting in multiplied relief efforts through the cooperation of all kinds of entities.

UST diverted the maximum financial resources and volunteer efforts to support vulnerable communities, impacted most by the COVID-19 pandemic. Support was given freely in poverty-stricken areas, rural and tribal people, migrant workers, transgender people, terminally ill patients, disabled people, women and children in orphanages, service homes and shelters. The major focus was to provide food, rations, cooked meals and daily consumables for those who needed it.

On the medical front, intensive support is being provided to medical institutes, hospitals and front line health workers in form of medical equipments, COVID-19 related medical supplies i.e., masks, PPE kits, medical equipments - para-monitors, dialysis units, doffing units and medical beds for First Level Treatment Centers (FLTC) for the COVID-positive patients and at same time to support the doctors, nurses, ambulance drivers and cleaners who are fighting against the pandemic.

Basic necessities like masks, sanitizers and Personal Protective Equipment (PPE kit) were provided to local municipal corporation workers and police officers to ensure these front line heroes could combat this crisis.

COVID relief work is being carried out intensively in all major UST locations in India including Trivandrum, Bengaluru, Kochi, Chennai, Hyderabad and Noida.

COVID-19 relief work



Food and ration support to the most vulnerable groups in the pandemic including, rural, poverty-stricken areas, tribal groups, migrant workers, transgender people and disabled people



First level treatment centers for COVID-19 supported in UST locations in India.



COVID specific medical supplies provided to the hospitals and COVID care centers in all UST locations in India.



COVID-19 relief work in Malaysia and USA

Malaysia

Our Malaysia team reached out to the destitute home Behome, a Special Care Center in Penang to support the aged, disabled and mentally ill patients, during the challenging COVID-19 situation, when the center saw a drastic drop in public contribution. The team provided ration support and basic medical support for the inmates.



USA

UST supported US-based charity organization The Volunteer Center, South Bay for the Food for Kids program, supporting more than 50,000 meals in response to COVID-19. Food was provided to families with students attending the following schools: Gardena Elementary (Gardena), Barton Hill Elementary (San Pedro), Cabrillo Elementary (San Pedro), Hawaiian Elementary (Wilmington) as well as to families through drive-thru who are patients of the Pediatric Therapy Network.

Program was implemented In partnership with the Torrance Chamber of Commerce.



Flood relief in Kerala and Telangana (India)

Kochi and Hyderabad bore the brunt of flood damage in urban areas. UST CSR teams reached out proactively to the communities affected by the dual burden of the pandemic and the natural disaster. The Kochi CSR team procured and distributed food, rations and medical supplies to the flood affected families.



The Hyderabad CSR team partnered with Nirmaan organization to reach out to remote flood affected families who couldn't access public services for relief. The relief supported 100 families with food, rations, daily supplies and livelihood-related support in the form of sewing machines and tool boxes so that the impacted families could restart work.



Stakeholder engagement for CSR ecosystem



Our CSR team

With the guidance and supervision of OVC team including Chief Value Officer and CSR catalyst, our UST CSR ambassadors are working in the volunteering capacity for the organization's CSR initiatives in major UST locations, currently in India and APAC centers. These ambassadors and leads work with the UST volunteer's team (COLOR Rose) to mobilize internal and external stakeholders for planning, implementing, monitoring and communicating our CSR initiatives.



Sunil Balakrishnan
Chief Values Officer
Office of Values and Culture



Smita Sharma
CSR Catalyst
Office of Values and Culture

CSR Ambassadors in UST India and APAC locations



Bengaluru
Latha Sanala



Chennai
Joseph Puthery



Hyderabad
Srinivas
Chalamala



Kochi
Prasanth
Subramanian



Malaysia
Arun Karthik



Noida
Rajan Agarwal



Penang
Enaflor



Trivandrum
Sofi Janet

Our NGO partners

- | | |
|----|---|
| 1 | AASARAYA, Center for the Mentally retarded, Autism and Multiple disability people |
| 2 | Agriculture & Ecosystem Management Group |
| 3 | Ainthinai |
| 4 | All India Women Conference |
| 5 | APR Charitable Trust (ACT) |
| 6 | Akshaya Patra |
| 7 | Association for Promoting Social Action (APSA) |
| 8 | Association of People with Disability (APD) ASHA |
| 9 | Befrienders |
| 10 | Being Green |
| 11 | Cancure Foundation |
| 12 | Centre for Earth Research and Environment Management |
| 13 | Cricket Association for the Blind in Kerala |
| 14 | Environmentalist Foundation of India (EFI) |
| 15 | Family Planning Association India |
| 16 | Fourth Wave Foundation |
| 17 | Guardians of Dreams Foundation |
| 18 | Gnana Jyothi Blind School |
| 19 | India Literacy Project |
| 20 | Kovai Kulangl Padhukappu Amaippu |
| 21 | Nila Seva Samithi |
| 22 | Nirmaan Organization |
| 23 | Ooruni Foundation |
| 24 | Pesticide Action Network (PAN) INDIA |
| 25 | Sarojini Damodaran foundation |
| 26 | Sneham |
| 27 | Solace |
| 28 | SOS Children's Village of India |
| 29 | Surge Impact – T Social Impact Group |
| 30 | Swami Vivekananda Medical Mission |
| 31 | Vasudaiva Kutumbam |
| 32 | Viduthalai Charitable Trust |
| 33 | WARDS - Welfare Association For Rehabilitation Of Disabled And Society |





For more than 20 years, UST has worked side by side with the world's best companies to make a real impact through transformation. Powered by technology, inspired by people and led by our purpose, we partner with our clients from design to operation. Through our nimble approach, we identify their core challenges, and craft disruptive solutions that bring their vision to life. With deep domain expertise and a future-proof philosophy, we embed innovation and agility into our client's organizations—delivering measurable value and lasting change across industries, and around the world. Together, with over 26,000 employees in 25 countries, we build for boundless impact—touching billions of lives in the process. Visit us at:

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