ORACLE FINANCIAL SERVICES SOFTWARE LIMITED (Oracle)

BUSINESS RESPONSIBILITY AND SUSTAINABILITY POLICY ('BR Policy')

1. **Introduction**

Oracle strives to meet its social responsibilities and has processes to integrate social, environmental, and ethical and human rights concerns into its business operations and core strategy. Oracle aims to develop itself as a long term, sustainable business that delivers value for all its Stakeholders including but not limited to; its shareholders, employees, clients, suppliers, business partners, and the wider community. By managing its business responsibly, Oracle supports the creation of a financially stable organization that delivers value to its Stakeholders.

Oracle is fully committed to the introduction of the BR Policy and intends that business responsibility initiatives should become embedded, where appropriate, into its policies and practices, to the benefit of its employees, suppliers, environment as well as the wider community ('Stakeholders'). Oracle has already adopted a plethora of policies which contribute and enhance its business responsibility initiatives and Oracle desires to build on these policies in future.

2. **Core Values**

Oracle aims to be recognized as an organization that is transparent and ethical in all its dealings as well as making a positive contribution to the community in which it operates. It is committed to the following core values in all aspects of its work, including the fulfillment of its social responsibility:
- Integrity
- Mutual respect
- Teamwork
- Ethics
- Fairness
- Compliance
- Innovation
- Customer satisfaction

3. **BR Strategies**

Oracle seeks to achieve its corporate and social objectives by focusing on the following strategic areas:
- Ethical Business Conduct – ensuring the implementation of the Oracle Code of Ethics and Business Conduct in a more robust manner for the employees as well as the Suppliers
- Anti-Corruption and Business Courtesy – Ensure that the Global Anti Corruption and Business Courtesy Guidelines are adhered to in every geography that Oracle conducts its business
- Workplace – addressing the needs and aspirations of its employees through the continued development of diversity, work-life balance and health and well-being policies and initiatives. In particular ensuring a workplace that is safe and free of any harassment of any kind
- Community – encouraging greater involvement in team/individual projects in support of the wider community.
- Environment – investing in the continued development of environmental management practices that minimize waste and maximize efficiencies.

4. Existing Policies

Oracle's existing policies address the issues listed above. Oracle will continue to focus on integrating these existing policies with the *nine principles* enshrined in the 'National Voluntary Guidelines on Social, Environmental and Economic responsibilities of Business' framed by the Ministry of Corporate Affairs read with the Business Responsibility requirements under Clause 55 of the Listing agreement entered by the Company with stock exchanges.

5. Guiding Principles

We at Oracle:

- Recognize that we must integrate our business values and operations to meet the expectations of our Stakeholders and fulfill our obligations as a responsible business organization.
- Recognize that the social, economic and environmental responsibilities are integral to our business. We aim to demonstrate these responsibilities through our actions and within our corporate policies.
- Take seriously all feedback, complaints and compliments that we receive from our Stakeholders and, wherever possible we try to maintain open dialogue to ensure that we fulfill the requirements outlined within this policy.
- Shall be open and honest in communicating our policies, strategies, targets, performance and governance in our continued commitment to sustainable development.
- Shall strive to improve our environmental performance through implementation of sustainable development and environmental policies.
- Shall encourage dialogue with local communities for mutual benefit.
- Will record and resolve customer complaints in accordance with our published standards of service.
- Shall encourage our employees to help local community/organizations and activities.
- Shall operate as an equal opportunities employer for all present and potential future employees.
- Will offer our employees clear and fair terms of employment and provide resources to enable their continued development.
- Shall provide safeguards to ensure that all employees are treated with respect and without sexual, physical or mental harassment.
- Shall provide, and strive to maintain, a clean, healthy and safe working environment.
- Shall uphold the values of honesty, integrity and fairness in our relationships with Stakeholders.
- Shall ensure that the contracts with suppliers will clearly set out the agreed terms & conditions and the basis of our relationship
- Shall ensure that the laws relating to Data Protection are scrupulously followed
- Shall ensure that the laws relating to Human Rights especially relating to child labor are followed not only by Oracle but also by the suppliers who supply goods and services to Oracle

6. Constitution of Business Responsibility Committee

We have constituted a Business Responsibility Committee, which consists of representatives from key business functions who shall meet at least once in a financial year. The BR Committee shall oversee matters concerning the BR Policy implementation and guidance and shall have powers to decide on any matter or doubt with regard to the applicability, interpretation, operation and implementation of the BR policy. It shall function as the Grievance Redressal Cell and shall also deal with matters concerning Corporate Social Responsibility (CSR) as may be required as per the law of the land.

The Business Responsibility Committee shall be headed by the Managing Director & Chief Executive Officer and shall consist of the following members:

- Managing Director & Chief Executive Officer who shall also act as the Chairman and the BR Head of the Business Responsibility Committee
- Chief Financial Officer
- Vice President – Business Planning & Operations
- Vice President – Human Resources
- Chief Accounting Officer
- Company Secretary
- Legal Director & OFSS Ethics and Compliance Officer

The Committee shall meet as required and the quorum of the Committee shall be the presence of any three members. Electronic presence through video or audio conferencing is permitted

7. <u>Ownership</u>

- The MD & CEO reports progress and results to the Board of Directors.
- The Company Secretary acts as Secretary to the BR Committee and co-ordinates the meetings of the Business Responsibility Committee.
- This policy is owned and driven by Oracle Legal