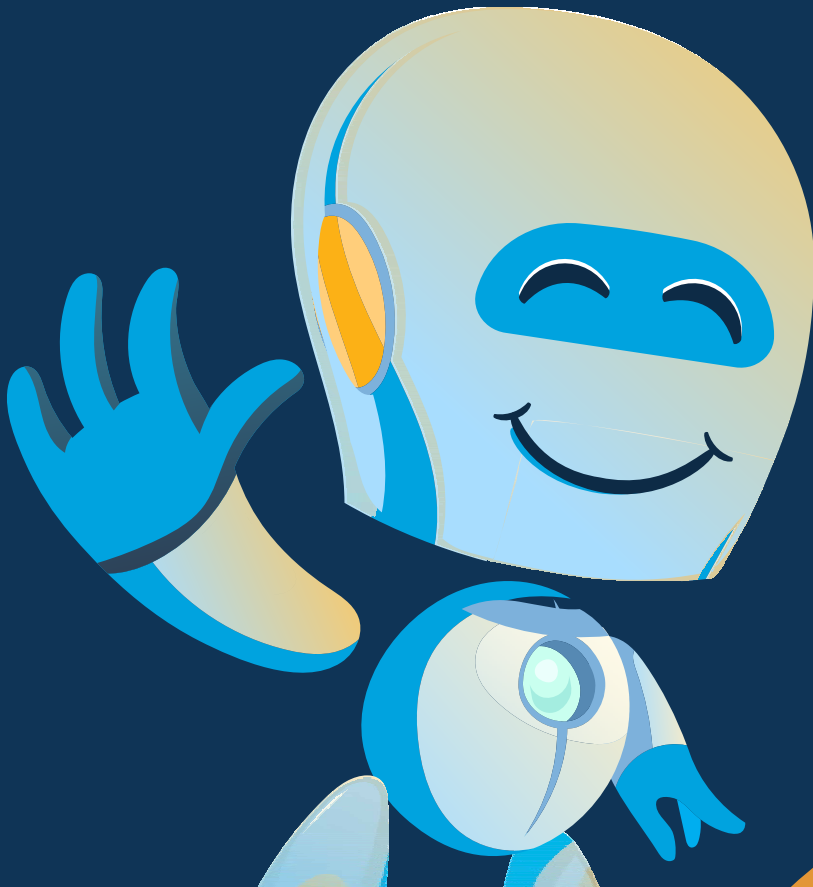


Q'bie Speaks





Quess Employee Value Proposition (EVP)

Because You Matter Campaign (BYM)

Introduction

Quess Corp is India's leading business services provider, offering technology enabled staffing and managed outsourcing services across processes such as sales & marketing, customer care, after sales service, back-office operations, manufacturing operations, facilities and security management, HR & F&A operations, IT & mobility services, etc to clients across India.

We are able to successfully deliver beyond our client's expectations, thanks to our army of committed Quessians who walk the extra mile to be the best they can be. One of the most important reasons for their commitment is the fact that Quess is built on values that ensure a fulfilling workplace experience. At Quess, we truly believe that our success lies in the happiness and fulfilment of our employees. In order to ensure this in a consistent manner, we ask for their feedback from time to time and we listen to what they have to say.

Our O.X.I Meter Survey conducted in 2021 threw up several insights. Based on the employee feedback, insights and analysis, we summed up our Employee Value Proposition – Literally developed 'By the Quessians, Of the Quessians and For the Quessians'.

The narrative that evolved crystalized with the acronym O.C.E.A.N, with each of the letters carrying their own unique explanation.

Q'bie, an endearing mascot was created to connect with Quessians and lead them through the communication.

In the following pages, we will detail the evolution of the EVP Campaign communication and the campaign the followed titled Because You Matter.

The OCEAN EVP Campaign was rolled out in October 2021, with a letter from the Group HR Head sharing an email to all Quessians. This was followed by a blitzkrieg of different collaterals – Standees, posters, emailers, EVP coffee mugs and diaries for new joiners, screen savers, HRMS Banners etc.

Email to Quessians from HR Group Head – Ruchi Ahluwalia



Hi Quessians

As most of you know, Quess Corp had conducted a survey among employees to gauge the pulse of our organisation. In the survey, we asked a few questions and you told us what you thought.

We analysed your feedback and summed up your answers in one word: **OCEAN**.

Opportunities in abundance

Champion

Entrepreneurial

Agile

Nurturing

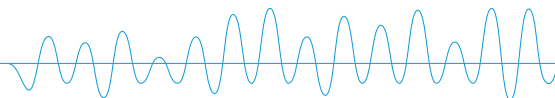
Over the next few weeks, we will take you through how we have translated **OCEAN** into Quess Corp's Employee Value Proposition. You'll see how these characteristics are what make Quess a Great Place to Work for.

So, get ready for the exciting weeks ahead. We'll deep dive into the Quess **OCEAN** and explore the fascinating world that lies below the surface.

Stay safe, stay tuned in to happy2be@quesscorp.com

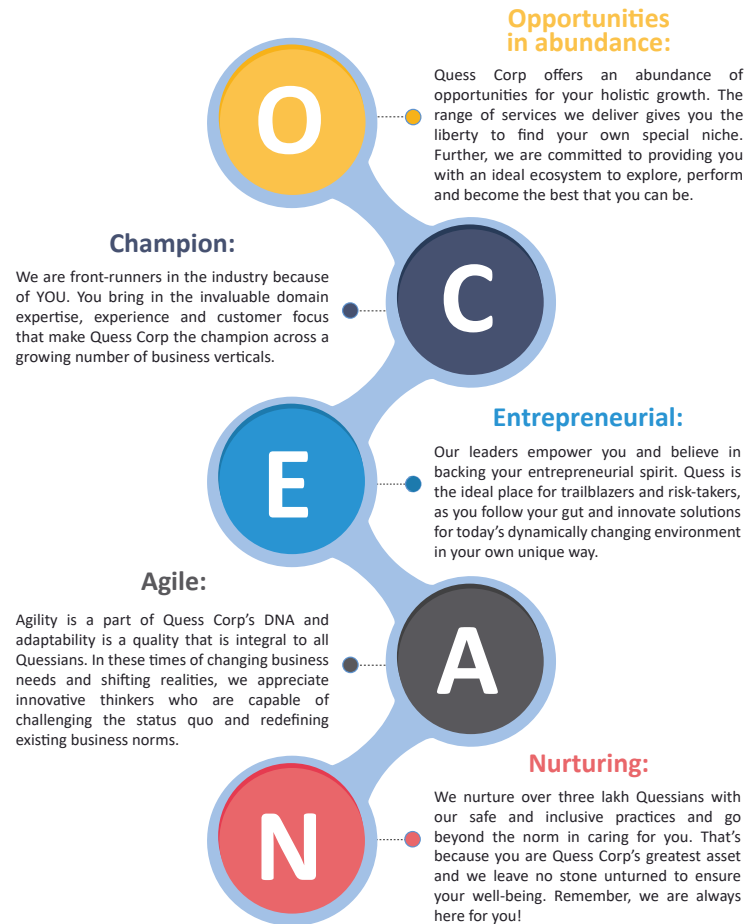
Cheers!

Ruchi Ahluwalia
Group HR Head





Employee Value Proposition: An OCEAN of Opportunities



QUESTS
WINNING TOGETHER

Our Employee Value Proposition




Opportunities in abundance:

Quests Corp offers an abundance of opportunities for your holistic growth. The range of services we deliver gives you the liberty to find your own special niche. Further, we are committed to providing you with an ideal ecosystem to explore, perform and become the best that you can be.

Opportunities in abundance Champion Entrepreneurial Agile Nurturing



QUESTS
WINNING TOGETHER

Our Employee Value Proposition




Champion:

We are front-runners in the industry because of YOU. You bring in the invaluable domain expertise, experience and customer focus that make Quests Corp the champion across a growing number of business verticals.

Opportunities in abundance Champion Entrepreneurial Agile Nurturing



QUESTS
WINNING TOGETHER

Our Employee Value Proposition




Entrepreneurial:



Our leaders empower you and believe in backing your entrepreneurial spirit. Quests is the ideal place for trailblazers and risk-takers, as you follow your gut and innovate solutions for today's dynamically changing environment in your own unique way.

Opportunities in abundance Champion Entrepreneurial Agile Nurturing



QUESTS
WINNING TOGETHER

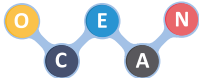
Our Employee Value Proposition

Agile



Agility is a part of Quests Corp's DNA and adaptability is a quality that is integral to all Questsians. In these times of changing business needs and shifting realities, we appreciate innovative thinkers who are capable of challenging the status quo and redefining existing business norms.

Opportunities in abundance Champion Entrepreneurial Agile Nurturing



QUESTS
WINNING TOGETHER

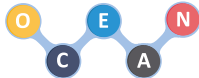
Our Employee Value Proposition

Nurturing

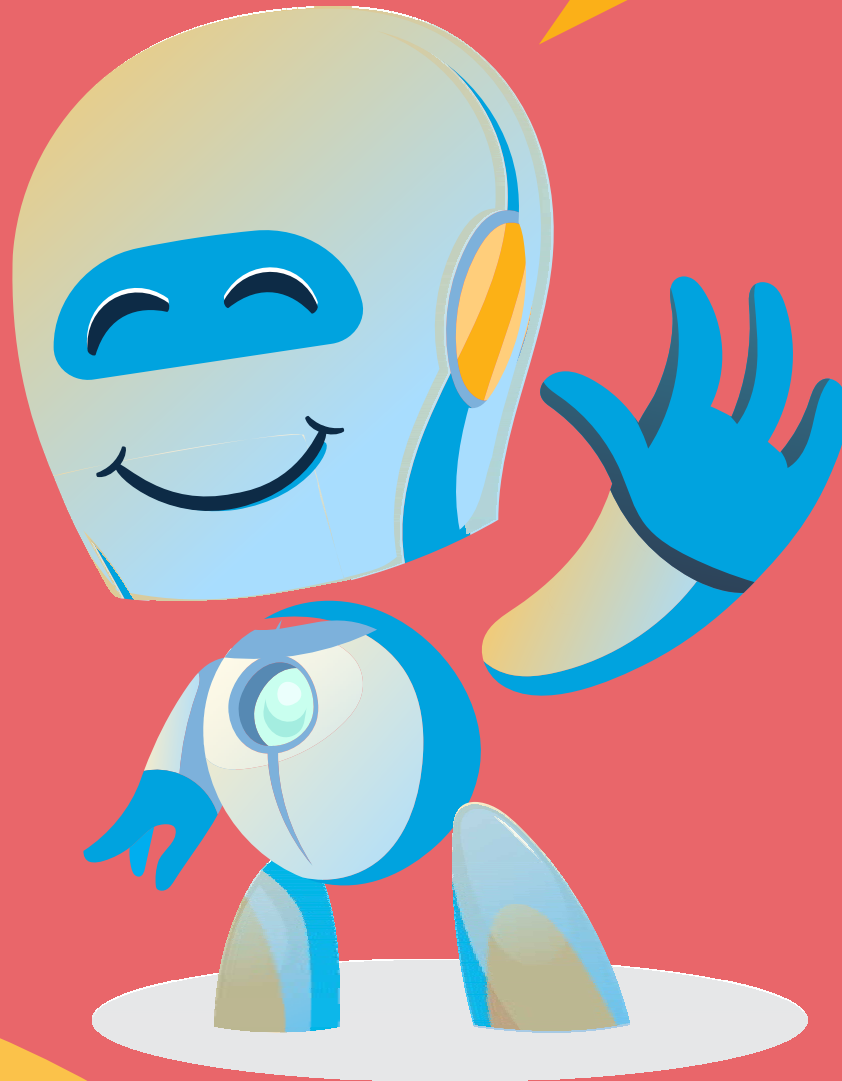
We nurture over three lakh Questsians with our safe and inclusive practices and go beyond the norm in caring for you. That's because you are Quests Corp's greatest asset and we leave no stone unturned to ensure your well-being. Remember, we are always here for you!

Opportunities in abundance Champion Entrepreneurial Agile Nurturing



Q'bie, the Quess mascot is a Quessian like all of us.
He lives and loves the Quess values of Opportunities in abundance,
Championship, Entrepreneurship, Agility & Speed and Nurturing.

Hi'm
Q'bie



Page after page, Q'bie will take you through several examples that reflect how Quess walks the talk when it comes to creating a great place for Quessians to work. The creatives are excerpts from talks, emails and examples shared by the employees themselves.

The email id happy2b@Quesscorp.com was created for the sole purpose of employee engagement.

Opportunities

QUESS
POWERED BY TERRIER

Quess offers an ocean of opportunities to people who show potential.

Meet Sanjay Kumar.



I joined Terrier in 1998 as a security guard. But I wanted to grow. Terrier gave me the opportunity and in 1999, I enrolled in the Supervisor Development Programme, which is now called TCEP, Terrier Career Enhancement Program. Soon, I was promoted to Supervisor.



I wanted to achieve more. I got the opportunity to move internally and I became a Payroll Executive. Today, at Quess, I am an Assistant General Manager!

Wow! That's an inspirational story of opportunities and growth! Congratulations, Sanjay!



Quess recognised your potential and backed you in your journey!

Yes! I would like to thank the Founder of Terrier, Capt. Ravi, CEO Dr. K. Ramesh and the management for their faith in me, and for making my dream come true.



Q'bie Take-away

All Quessians have the opportunity to grow vertically, diagonally and horizontally.

Check out the Internal Job Posting at the People Desk Portal for available openings and the Internal Job posting policy for more details.

If you would like to share your own story on why you think Quess is a great place to work, write in to us at happy2be@quesscorp.com

Champion

QNESS
STAFFING SOLUTIONS

Qness Corp rocks! We have been recognized as the No.1 staffing company in India! And the 5th largest in the world, by headcount!



We hired 2.5 lakh associates in the last 5 years!
We are the only Indian company to achieve this distinction!



Amazing!
I heard that Qness hired more than 50,000 people in the last 12 months.

What is more, Qness grew by as much as 285% in the last 5 years!

Despite Covid 19, we've grown by over 25% in the last year.



Q'bie Take-away

Qness believes that the achievement of a goal is only a stepping stone to the next bigger and better goal. A champion never stops.

If you would like to share your own story on why you think Qness is a great place to work, write in to us at happy2be@qnesscorp.com

Entrepreneurial

QUEST
ventures corporation

I believe the smart thing to do is to be an entrepreneur and start your own business – not work as an employee.



Do you know that at Quest, you can be an "intrapreneur" while being an employee.



I mean, through programmes like Quest Venture Competition, which encourages employees to be innovators for their business verticals. They present project proposals to take their verticals to the next level.

What do you mean?



Quest Venture Competition?
How does it work?



It is a competition in which the jury selects the winners and also mentors participants by sharing their insights. Also, in addition to getting sizeable prize money, the winning teams are provided with resources to make their projects go live.



In fact, it is the Quest Venture Competition that is responsible for the launch of Master Service Provider (MSP), a new vertical in QITS. This has widened the Quest spectrum of offerings and boosted revenue growth.

Wow! Becoming a Quest "intrapreneur" is a win-win idea. You can work like an entrepreneur while being an employee.



Q'bie Take-away

Quest believes in your winning ideas and helps to turn them into reality.

If you would like to share your own story on why you think Quest is a great place to work, write in to us at happy2be@questcorp.com

Agile

QNESS
WORKS TOGETHER

I understand the need to follow processes, but in the Company that I work for, I find that blindly following the rules often slows things down. What's it like at Qness?



Qness is a huge corporation that thinks like a startup. Kannan, why don't you tell us about your experience?



QTerrier was undergoing rapid digital transformation. We contacted various IT giants to buy a new tool for payroll processing, but none of them were able to fulfill our requirements, owing to the dynamic nature of our business.



Looking at the constraints in the available products, QTerrier decided to experiment by building an in-house payroll tool. I was given the responsibility to make it happen.

I joined evening classes to upgrade my technical skills. In no time, with help of my team, we were able to develop the platform - "Payroll Evolution".



Our Payroll Evolution Platform is far superior to the products offered by external vendors, in terms of functionality and cost effectiveness. Even today, the Payroll Evolution tool is used in QTerrier, for the employee lifecycle management of our 17,000 associates. It is also used for deployment data management at our 2000+ customer facilities.

Driving this project was a totally fulfilling experience for me. Now, my colleagues call me Doctor IT.

Thank you for your story, Doctor IT.

Qness is such a great place. It brings out the best in you by actively encouraging you to think on your feet.



Q'bie Take-away

It is the ability to react, rethink and reinvent that makes Qness so agile.

If you would like to share your own story on why you think Qness is a great place to work, write in to us at happy2be@quesscorp.com

Nurturing

Q'ESS
WORKS TOGETHER

Nurturing our people and standing by their side is an important part of our culture.

Let's hear from our fellow Q'essian - Alok Kumar, Sales Manager at Monster.com, a Q'ess Company.



In April, my family came down with Covid 19. The 2nd wave was peaking and although I desperately tried at hundreds of hospitals in Delhi NCR, I couldn't get a single bed.

Just when I almost lost all hope, help poured in from all sides within my organisation. My HR, my seniors, the Corporate office, the CEO and even the CEO... they all stood by my side and supported me.



An oxygen concentrator was promptly arranged and I received all the emotional and necessary support to keep my family safe.

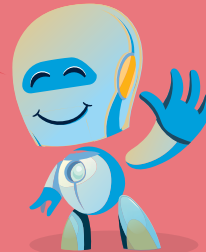
With help from my colleagues and seniors, I managed to save my wife, my mother-in-law and my unborn child. I can proudly say that Monster, a part of the Q'ess Group, is a great place to work.

I am grateful to my HR Manager Pooja, the Admin team at Corporate, my managers Gaurav, Bharat & Anurag, as well as CEO Sekhar for their support during my worst nightmare.



I look forward to many more years of working together with you Q'bie.

Thank you Alok, we are glad that we could help you.



Q'bie Take-away

Leadership is not about being in charge, but about taking care of those in your charge.

Covid 19 - related Benefits

- 24x7 Helpline
- Care-Giver Leave
- Covid Insurance
- Connect & Heal Consultation
- Constant connect from HR to check on health & provide support

If you would like to share your own story on why you think Q'ess is a great place to work, write in to us at happy2be@quesscorp.com

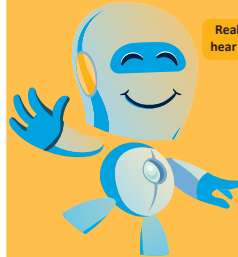
Opportunities

QUESS
CORPORATION

Hey Tanvii!
Long time no see!

Hi, Q'bie! That's because Quess
gave me an amazing opportunity,
and I am working in
Kuala Lumpur, Malaysia, now.

Really? Let me
hear all about it!



I joined Quess in 2014 as an Asst. Account Manager,
with a focus on Account Management and Sales.
I had the opportunity to work with great
managers and exceptional leaders.

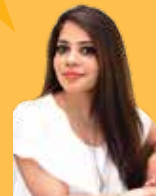
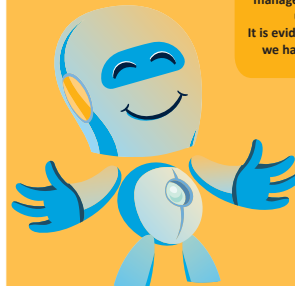


In just four years, through an Internal
Job Posting, I got this great opportunity
for a role in Kuala Lumpur.

It's great to see that you have grown
so much in Quess and have become
the Senior Regional Sales Manager - APAC.

At Quess, we love what we do and the
management values and encourages
us to learn new things.

It is evident in the strong relationships
we have built with our customers
and their success.



Q'bie Take-away

At Quess, the more effort you put in, the more opportunities open up for you.

Internal Job Posting offers Quess personnel the chance to broaden
their horizon and take on more challenging roles.

*If you like to share your own story on why you think Quess is a great place to work,
write to us at happy2be@quesscorp.com.*

Champion

Quess is doing a fantastic job of skill building among the youth of India, across 20 states!

Yes Q'bie, I heard that over 1 lakh people went through the Quess Skills Development Programme and got placed at 100+ reputed companies.



"61 copyrighted courses, under 16 Sector Skill Councils, developed in-house."

"Skills development of 20,000 students across 700 schools."

"Bridging the skill gap among employees across 1,000 corporate brands."

"Developing human capital by certifying 800 trainers across 120 centers in India."

"Quess is the Compliance, Training and Sourcing partner to Corporate India."



Quess' skill building programmes cover Construction, Healthcare, Security, Banking and Financial Services, Beauty and Wellness, Logistics, Plumbing, Green Jobs, Electronics and Hardware, IT & ITES, Mining, Manufacturing, Apparel, Iron & Steel, Automotive and Retail.

Quess is doing so much to build the National Talent Pool!



Q'bie Take-away

Quess believes that employability leads to empowerment and results in creating a strong Nation.

If you would like to share your own story on why you think Quess is a great place to work, write in to us at happy2be@quesscorp.com

Entrepreneurial

QUESS
POWERED BY INNOVATION

Hey Q'bie, I feel that there are very few organizations that nurture the entrepreneur within us!

That's true. However at Quess, we encourage and support Quessians to follow their entrepreneurial instinct.



Let's hear from my fellow Quessian - Ramanpreet Sahi, Director Sales, Staffing.



Hi Q'bie! Quess empowers the entrepreneurial instinct by encouraging Quessians to explore new possibilities and do pioneering work.

We started a new service: Tailor-Made Customized Managed Services Program, in which we offered to manage our client's assets-distribution to its associates.

There were several risks and challenges involved, as it was a new service. The Quess leadership team guided us and gave us the freedom to handle it in our own way. This helped us succeed.



Yes! I heard the client was happy and gave you more responsibilities to fulfil. We were all convinced that you would spot the business opportunity and go for it!

That's why I enjoy working at Quess.

Where else would I have the support from the management and the opportunity to rise from a headcount of 25,000, with 1 team member, to my present role as Director-Sales, managing 2,50,000+ associates, 1,000+ clients and a 50-member Core Sales Team across India for Quess' largest business portfolio?



Q'bie Take-away

Quess is the wind beneath your wings, as you soar to achieve greater successes.

If you like to share your own story on why you think Quess is a great place to work, write to us at happy2be@quesscorp.com.

Agile

QNESS
SOLUTIONS

The agility displayed by Qness in implementing the Intelligent Transport Management System (ITMS) in Mumbai is the stuff that legends are made of!



Nagaraj MK - DGM,
Project Management at Qness Corp
will tell you more...

The project involved transforming Mumbai's public transport bus service by integrating modern technology into an outdated system. We worked swiftly to integrate a state-of-the-art Vehicle Tracking System into BEST's mega-fleet of 3,500 buses.

We also developed a mobile app along with a passenger information system and cloud computing infrastructure from scratch. Users could locate the nearest bus stops, get bus timings and bus routes.

The technology deployed was the first of its kind in India.



QTek's brilliant networking consultants helped design the IT infrastructure. Corporate team's data analysis experts rushed to the project site and helped us perform our work successfully.

Vedang Cellular helped us identify how Vodafone could overcome signal bottlenecks and improve efficiency of the fleet on the street and the servers in the cloud.



Our project team also did phenomenal work in bringing process improvements. These increased the system's performance in getting live feed of BEST's bus movements from 73% to 94%.

At Qness, we don't just say #WinningTogether, we live it. All of Qness worked together to win this project.



Q'bie Take-away

Qness' speed and agility, combined with its wide array of services and internal partnerships, make it possible to 'plug and play' solutions for any challenge.

If you would like to share your own story on why you think Qness is a great place to work, write in to us at happy2be@qnesscorp.com

Nurturing

QUESS
NURTURING TOGETHER

Careworks Foundation (CWF) is a CSR initiative of Qess Corp, established in Jan 2014, to act as a catalyst for change and create better lives.



CWF is driven by the belief that Education and Health are the two major pillars to accelerate growth in a society.

As a Qessian, you will be proud when you hear more about Qess Corp's CSR achievements through CWF.



CWF School Enhancement Program - Upgraded 75 Government schools with a vision to create a joyful learning space. Benefitted 40,000 students till date



CWF Digital Learning Program - Provided tablets loaded with the State syllabus, to Class 9 and 10 students of CWF aided schools



CWF Academic Support Program - Provides scholarships for meritorious students from Class 10 till course completion. 632 scholarships given till date



CWF Education Kit Program - Distributed 34,553 kits consisting of school bags and notebooks till date



CWF Early Childhood Learning Program - Provides meaningful learning experiences through 1,600 parents for the holistic development of 800 children in the age group of 3-6 years



CWF Remedial Education Program - Launched during the lockdown, to give children 'at-home learning opportunities' to help them cope with regular syllabus when schools reopen. Benefitted 10,800+ students

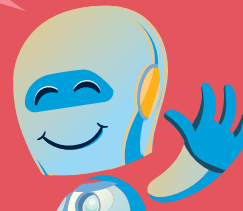


CWF Comprehensive Healthcare Camps - Supported 16,500 students for comprehensive healthcare under health and wellbeing program



CWF Life Skill Program - Benefitted around 10,000 students

It's wonderful to know that Qess nurtures not only Qessians, but also the society we live in, as well!



Q'bie Take-away

Qess believes that what is good for society is good for us

If you would like to share your own story on why you think Qess is a great place to work, write in to us at happy2be@quesscorp.com

Opportunities

QESS
WINNING TOGETHER

In most big corporations, it is impossible to rise quickly because of the intense competition for each position up the ladder.



That's definitely not how it works at Quess! Arun Bhatia from Quess Learning Solutions will speak about the Quess way.



I joined Quess in 2015 as Deputy General Manager for Operations. Today, just 6 years later, I am AVP - Operations, handling the P&L for one entire vertical.

Quess encouraged me to push my boundaries and handle multiple tasks in multiple states.

In no time, I went from managing operations for one project to heading new projects and then to heading Government relations and liaison.



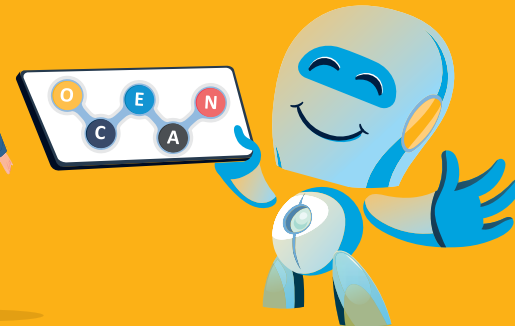
Quess' management believed in my potential and they inspired me to take chances and discover my strengths. My rapid growth within the organisation is because of the flexible and seamless opportunities that Quess offered me.



Wow! Such growth would take decades in most other large organisations.



Like I keep telling people, Quess is a great place to work.



Q'bie Take-away

At Quess, the operative words are "I'm possible".

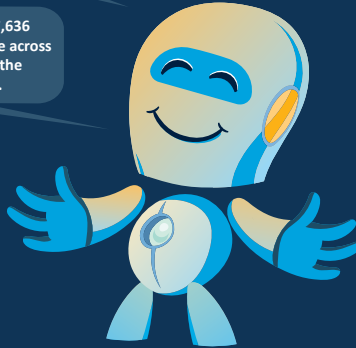
If you would like to share your own story on why you think Quess is a great place to work, write in to us at happy2be@quesscorp.com

Champion

QESS
WINNING TOGETHER

Did you know that with 2,600+ sites and 266 million sq. ft. of facilities under our management, Quess Corp is one of the largest integrated facility management service companies in India?

Quess leverages the skills of over 47,636 associates to deliver exceptional service across the entire range of services within the facilities management function.



Range of Services - 1

Pan-India Presence:	65 offices in 29 States
Hard Services:	Mechanical, Electrical & Plumbing, Heating, Ventilation & Air conditioning, Repairs & Maintenance
Soft Services:	Housekeeping & Janitorial Services, Pantry Services, Front Office Services, Admin Support Services, 15,000+ Hospital Beds managed 40,000 Student Beds managed
Security	Man-guarding Services, Electronic Surveillance

Range of Services - 2

Food Services:	IPD Dietary Services, Industrial Catering, Corporate Catering, Mess Services
Landscaping Services:	Softscape, Hardscape, Maintenance
Pest Control:	Pest Control Services, Surface & Air Disinfection - Chemical-based and UVC & Ozone-based

It is the ability to integrate skilled people and robust processes with modern technology tools that makes Quess Corp India's premier integrated facility management and food solutions provider.



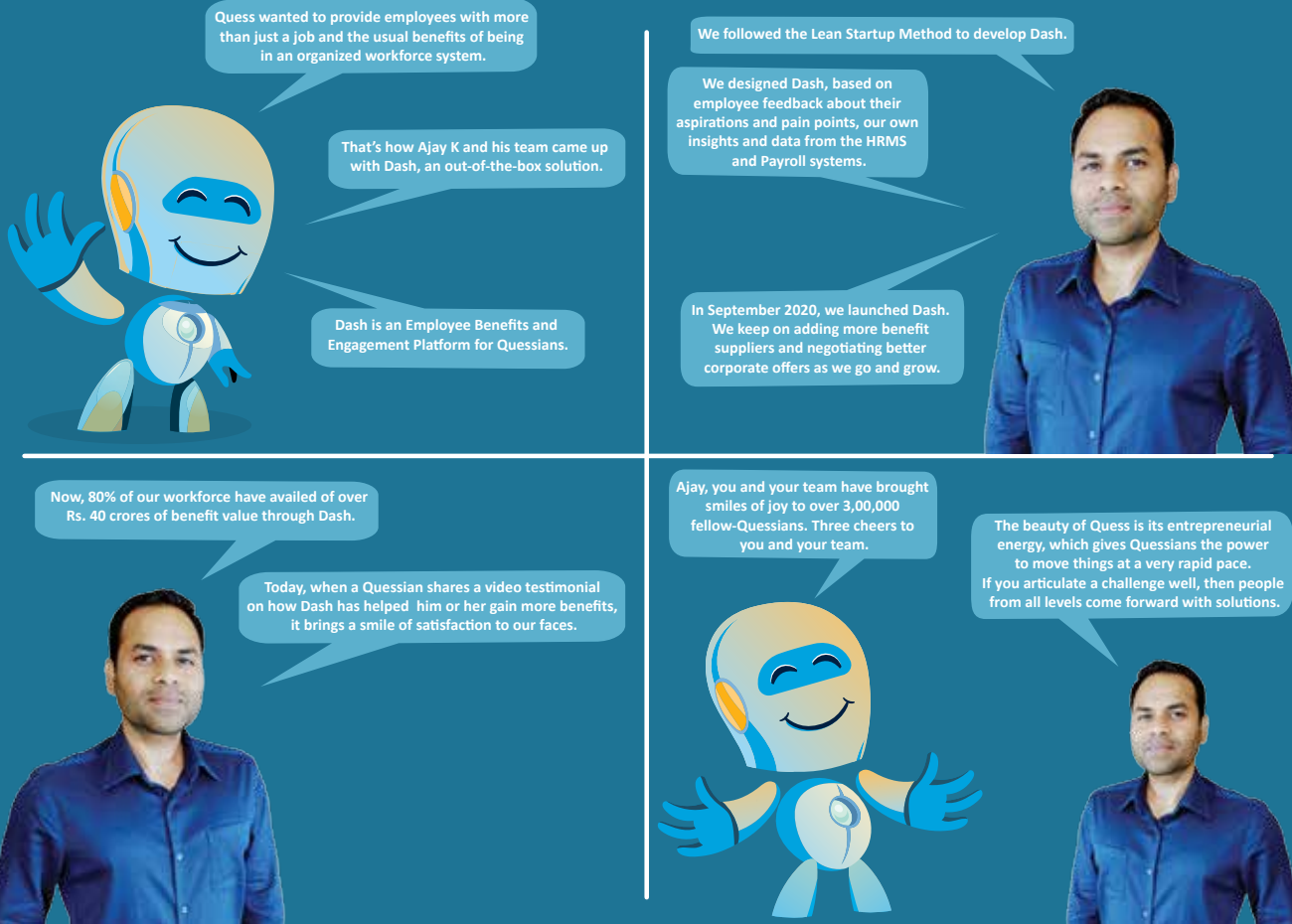
Q'bie Take-away

Quess' unmatched width and breadth of services catapults us to the top.

If you would like to share your own story on why you think Quess is a great place to work, write in to us at happy2be@quesscorp.com

Entrepreneurial

QUESS
WINNING TOGETHER



Q'bie Take-away

Quess believes in solving real-world problems for its employees.

If you would like to share your own story on why you think Quess is a great place to work, write in to us at happy2be@quesscorp.com

Agile

QUESS
WINNING TOGETHER

Without doubt, quick responses to employee queries lead to positive employee experiences. So, rather than go with a slow manual process, Quess decided to develop automation tools, in-house.



Our MFX team developed MIA, the chatbot tool, that has addressed thousands of employee queries in the last quarter alone.

Lawrence Prashanta Gomes
of MFX GD - Testing
shares his experience.

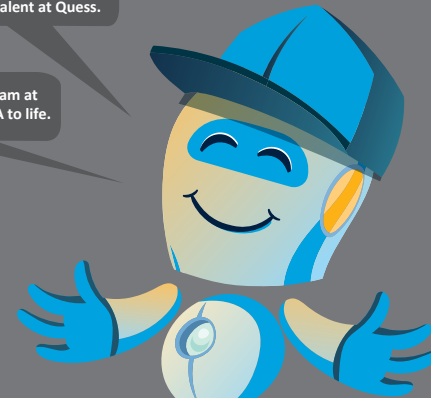
Having interacted with the MIA chatbot quite a few times, I can tell you that it is a wonderful initiative that informs employees about the various facilities at Quess.



MIA helped me with my health e-card. When I had COVID-19 in April, it helped me understand the Mediclaim process.

We built the tool in-house, because there is no dearth of agile talent at Quess.

Thank you, HR and Digital Team at MFX – Qtek, for bringing MIA to life.



Q'bie Take-away

Quess' agile, built in-house tools answer queries related to salary, attendance/leave, allowances & reimbursement, insurance and PF/ESIC/Gratuity.

If you would like to share your own story on why you think Quess is a great place to work, write in to us at happy2be@quesscorp.com

Nurturing

QUESS
WINNING TOGETHER

Dash is a digital platform embedded in HRMS apps, that solves employee engagement, benefits and financial wellness needs.

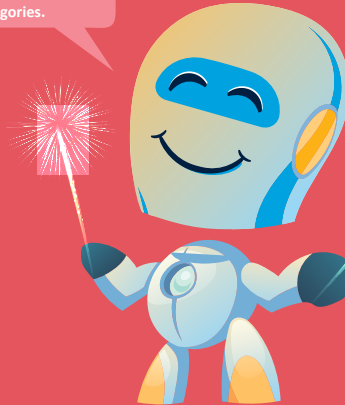
In addition, Dash reduces the burden on HR managers by handling all their engagement needs.

Dash also drives organisational changes by collecting employee insights through surveys on 20+ data points.



This Diwali, Quessians can use Dash as a one-stop-shop for their festival purchase needs.

It offers a curated list of exclusive deals that are better than the open market offering, through 150+ partners across 20+ categories.



Partner	Category	Special Diwali Offer
Siply	Digital Gold	Every day one lucky winner gets 1 gm gold coin
Giva (A Tanishq brand)	Authentic Silver Jewellery	Rs.249 off on purchase of Rs.899
PinBox	Savings	Assured silver coin to everyone who opens a NPS account
Pharmeasy	Health & Wellness	Free premium membership of 6 months' worth Rs.999 to every Quess employee
TechiesBuy	Home Appliances/Consumer Electronics	Assured better prices than Amazon & Flipkart
Hammer	Consumer Electronics	20% off site wide; no minimum cart value
Portronics	Consumer Electronics	20% off site wide
LivPure	Home Furnishing	20% off on mattress & more
Health & Glow	Grooming/Gifting	20% off on Rs.500 & above + one Free Plum kit worth Rs.400 for first 1,000 customers

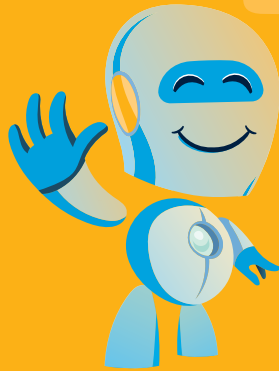
Q'bie Take-away

Remember, this Diwali, use the Dash Benefits Platform to get the best deals on top brands.

If you would like to share your own story on why you think Quess is a great place to work, write in to us at happy2be@quesscorp.com

Opportunities

QESS
WINNING TOGETHER



A huge advantage of working with Quess is that you get opportunities to work in multiple geographies.

Lijo John, could you explain, please?

F&B service has always been my passion. Thanks to Quess, in the last ten years, I got the opportunity to live that passion while serving in various exciting locations, including Malaysia, Bangalore, Jaipur, and Sikkim.



I faced several challenges, but managing them has given me a diverse understanding of the F&B business.

The opportunities have helped me sharpen my domain skills and deliver client satisfaction across various outlets in different places.

Today, I have the confidence to handle any kind of F&B environment anywhere in the world.



Lijo, congratulations on seizing your opportunities and becoming a truly global professional!



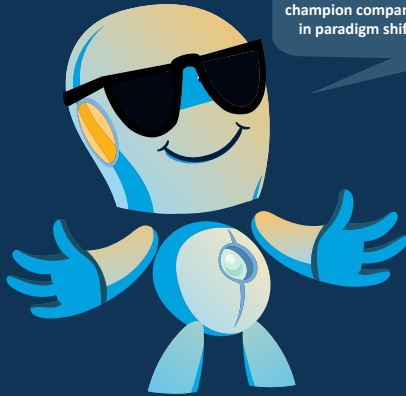
Q'bie Take-away

Every challenge contains the seeds for opportunity and growth within.

If you would like to share your own story on why you think Quess is a great place to work, write in to us at happy2be@quesscorp.com

Champion

QUESS
WINNING TOGETHER



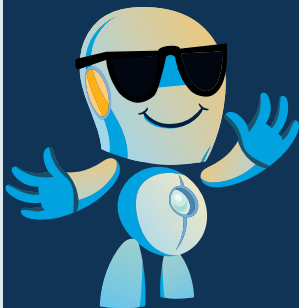
Today, you will see how Monster is truly one of the champion companies of the Quess Group, bringing in paradigm shifts in the world of job solutions.

Monster is India's second-largest job portal with a huge presence in Southeast Asia and the Middle East.



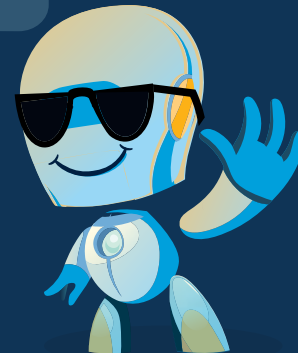
As a NASSCOM partner for SME jobs, Monster opens up countless job opportunities and helps SMEs connect with job seekers in remote locations as well.

Monster's localised marketing approach maximises outputs in the domestic as well as international markets.



The company's digital-first approach, new-age automated interview products, and Aspire platform, the recently launched multi-faceted recruitment solutions programme, are just some of the reasons why our network has over 75 million registrations.

What's more, data shows a significant improvement in the active user base over the past year, proving that Monster's pioneering work and intelligent use of technology have catapulted the company into the champions league many times over!



Q'bie Take-away

**To be a great champion, compete with the best,
but to be the greatest champion, compete with yourself.**

*If you would like to share your own story on why you think Quess is a great place to work,
write in to us at happy2be@quesscorp.com*

Entrepreneurial

Muthunathan, please tell us about your entrepreneurial journey at Quess Malaysia.

How did you grow from a 5 key team members set up, with 50 colleagues and just 3 clients, to the present 40 key members, 1,500 associates, and 150 clients company?



My story started in 2015 as a Country Manager with Quess Malaysia.

Quess was a new business there. So apart from client acquisitions, like most entrepreneurial ventures, we had to deal with several challenges.



Building a strong team, brand positioning, acquiring new clients, exploring new methodologies and skills to win the trust of our end-customers - we faced it all!

The freedom I enjoyed was that of an entrepreneur running his own business.



I thank Sivaraman for years of counsel and support and Sandeep Sharma for broadening my horizons by giving me challenging projects.

Then there's Guruprasad, Lohit Bhatia and the list goes on. I've had many mentors on this intreprenurial journey.



Congratulations, Muthunathan! I can see that you and your team not only delivered beyond expectations but also succeeded in raising the bar for our competitors.



Q'bie Take-away

The biggest of businesses started as nothing.

If you would like to share your own story on why you think Quess is a great place to work, write in to us at happy2be@quesscorp.com

Agile

QUESS
WINNING TOGETHER

We all know about the devastating second wave of Covid-19 and its impact on our lives. At Quess, we figured out that only agile and effective support could stall the wave.



So Quess took up a 7-day challenge to implement measures to break the chain of viral transmissions. Our steps covered education and healthcare.

Education

1. Formed a Quess Covid-19 task force with representations from HR, Admin, and Procurement
2. Developed a communication plan for COVID-19 awareness
3. Set up IT initiatives
4. Prepared and distributed Covid-19 treatment handbooks
5. Identified and trained Helpdesk Team with a script for uniform responses
6. Ensured emotional well-being through YourDost

Care

1. Launched Covid-19 vaccination drive
2. Provided 24/7 on-call doctor support
3. Enabled robust Connect & Heal support through WhatsApp
4. Introduced 24/7 Covid-19 Emergency and Critical Care Helpline
5. Organised oxygen concentrator support
6. Set up reimbursement process for quicker compensation and insurance benefits

Quess is always at the forefront to take quick steps when it comes to the health and well-being of its employees and their families.



Q'bie Take-away

Agility is the ability to adapt and respond to change.

If you would like to share your own story on why you think Quess is a great place to work, write in to us at happy2be@quesscorp.com

Nurturing

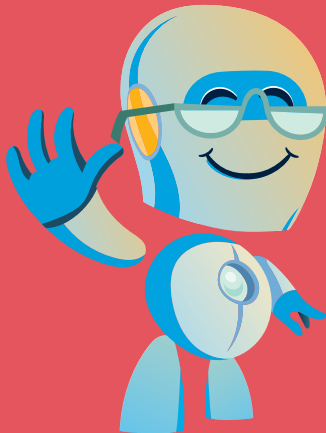
QESS
WINNING TOGETHER



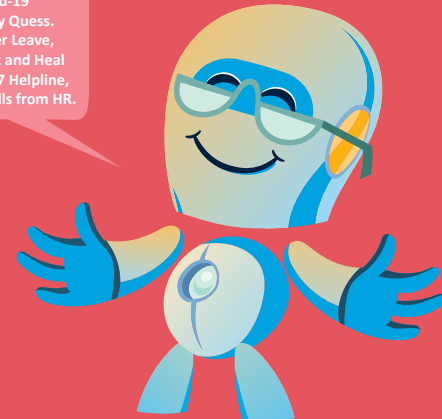
There are many Qess initiatives that focus on holistic employee welfare. Let's start with YourDost, the employee wellness initiative.



YourDost is a counselling programme that has completed 47 sessions as of date. Interestingly, the most in-demand topics at these sessions are related to academics and career, followed by love/relationships and self-improvement.



In addition, we have organised eight webinars in the Physical/Emotional/Financial wellness space, covering 1,444 employees across businesses.



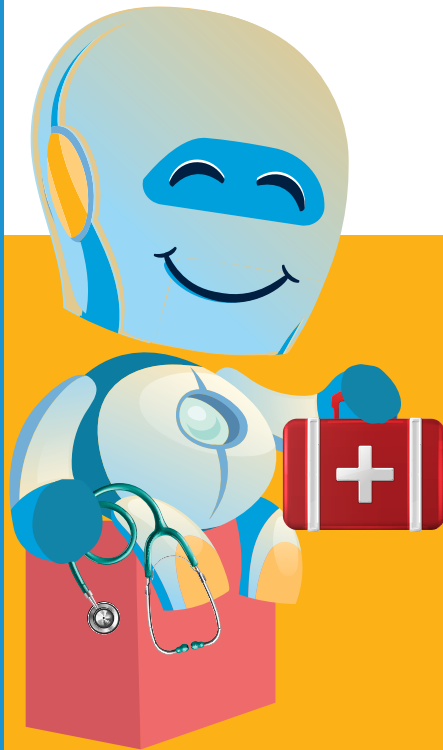
Of course, we are all aware of the range of Covid-19 initiatives carried out by Qess. These include Care Giver Leave, Covid Insurance, Connect and Heal doctor consultations, 24x7 Helpline, and regular monitoring calls from HR.

Q'bie Take-away

At Qess, it is our responsibility to ensure your well-being – in body, mind, and spirit.

If you would like to share your own story on why you think Qess is a great place to work, write in to us at happy2be@quesscorp.com

Because You Matter is a campaign that was rolled out from the same email id happy2b@Quesscorp.com. The campaign aimed at building awareness among Quessians, about the numerous initiatives that the organization takes, to ensure the physical, mental, professional and financial wellbeing of Quessians.



BECAUSE YOU MATTER!

Quess enhanced medical benefits for employees & family members.

- **DocOnline** - 24/7 Unlimited free medical consultation with reputed doctors.
- **Easy Aspataal** - Three Months Interest Free Medical Loan to employee and five dependents.
- **Sahyog** - Job assured for next-of-kin of deceased employee.
- **Covid 19 term policy + Group term insurance cover** - Min. Rs. 14 lakhs for family of deceased employee

Quess celebrated a unique Learning Festival Week.

We touched **1,998 employees** through the Learning Festival Week and clocked a total of **1,738 hours** of learning, which included both, digital and instructor-led training sessions.

Taking ownership of Personal Development

1. Hot Skills through Fast Track Training
2. Leadership Connects - Learning Roadmap Awareness
3. Employee Connects - Learning Roadmap Awareness
4. Digital Learning
5. Digital Advocacy

#IOWNMYDEVELOPMENT

QUESS
WINNING TOGETHER



BECAUSE YOU MATTER!

BECAUSE YOU MATTER!



QuesS developed DASH - an in-house, one-of-its kind, Online Marketplace for Quessians.

1. Dash is an employee benefits and wellness platform *developed and designed by Quessians for Quessians.*
2. Dash hosts **100+ leading brands** with specially curated corporate discounts for Quessians across **20+ categories** like - Learnings, Investments, Loans, Clothing, Electronics, Home Appliances etc.
3. 80% of Quessians visit Dash and register **15,000 enquiries** on a monthly basis. **1.5 lakhs Quessians** visit Dash every month.
4. **45 Cr+ worth of benefits** have been availed through Dash by your colleagues.
5. Weekly engagement activities conducted by Dash have rewarded **500+ lucky winners** with various **gift prices** like bikes, mobile phones, gold/silver coins, laptops and Amazon gift vouchers.

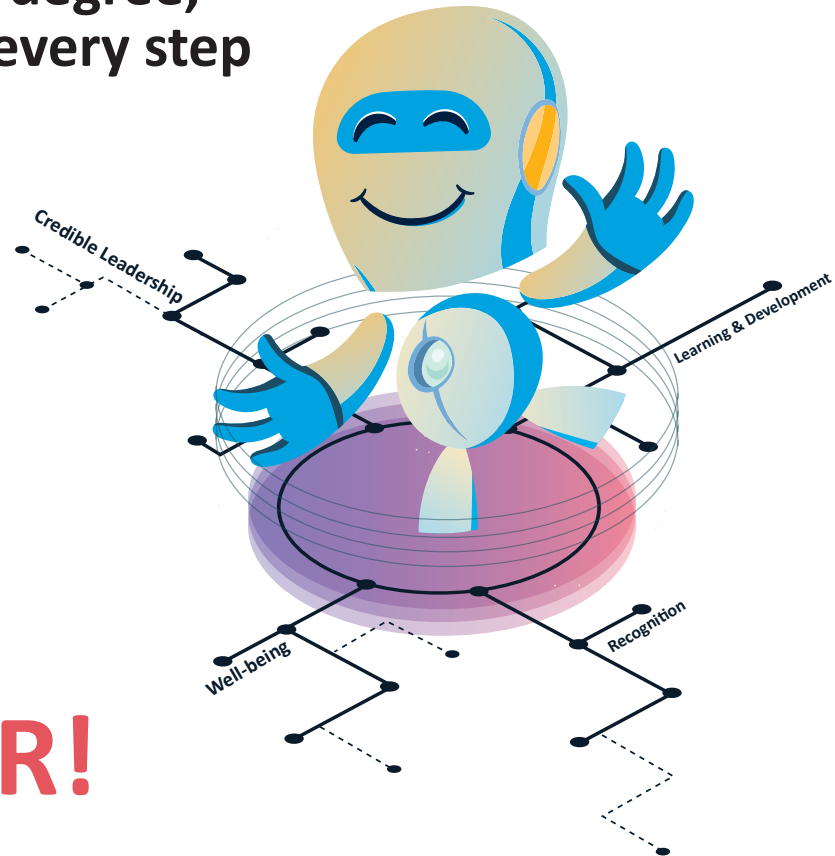


Quess offers you a 360-degree,
positive experience at every step



- ✓ Base Pay
- ✓ Variable Pay
- ✓ Benefits
- ✓ Recognition
- ✓ Well-being
- ✓ Meaningful Work
- ✓ Credible Leadership
- ✓ Learning & Development

**BECAUSE
YOU MATTER!**



BECAUSE YOU MATTER!



Quess creates opportunities in abundance

- Quess partners with the Government to impart vocational training to rural youth.
~**100 training centers** across India.
- Skill development and vocational training to ~**33,000 participants**, including ~**14,000 women**.
- Digital employment channels for ~**1.4 million**.
- Launched '**QJobs**', a vernacular blue-collar jobs discovery platform.

BECAUSE YOU MATTER!



Qess Talent Development Team has developed a certification process for all core employees

The certification process aims to support and exemplify behavioural competencies such as:

- **Customer Focus, Agility, Integrity, Performance Orientation, Ownership, and People Leadership.**
- **Ace of Learning** - Learning Agility Certificates for L8 to L6.
- **Stalwart of Manager Excellence** - Learning Agility Certificates for L5 to L3.



Quess has a full array of Rewards & Recognition offerings.

Monetary

- ★ **Advantage Club** - A collection of products to redeem your EnQircle points
- ★ **Long Service Awards** - 3, 5 & 10 years
- ★ **Sangam Global Awards** - Recognition at the Chairman's level

Non-Monetary

- ★ **Value Badges** - Given throughout the year for living upto values
- ★ **Kudos** - E-cards as a token of appreciation or talent recognition, all through the year
- ★ **Peer2Peer** - Peer recognitions



BECAUSE YOU MATTER!

Quess offers Telemedicine facilities for the physical & emotional wellbeing of employees.



DocOnline - Unlimited doctor & specialist consultation for employee plus 5 dependents.

Your Dost - Assists emotional wellbeing of our employees.

Employee Assistance Program - 24x7, free online access to multi-lingual, professional counsellors across businesses and levels.

Webinars & Awareness Sessions - For physical/mental wellbeing.

Fortnightly emailers - Covering topics, like health, education, parenting, emotional wellbeing etc.

BECAUSE YOU MATTER!



BECAUSE YOU MATTER!

Quess creates an equal opportunities workplace that's fair and inclusive

Pay-parity across levels, irrespective of gender and social strata.

Women represent more than **16% of our senior leadership bands** (L2 and above), and **26% of our core workforce**.

17% of our 379000+ workforce are women.

QWEEN (Quess Women Empowerment & Engagement Network), - For psychological, educational, social and financial empowerment of Quess' women employees.

QUESS
WINNING TOGETHER



BECAUSE YOU MATTER!



Quess volunteers respond to some of the most pressing needs of society

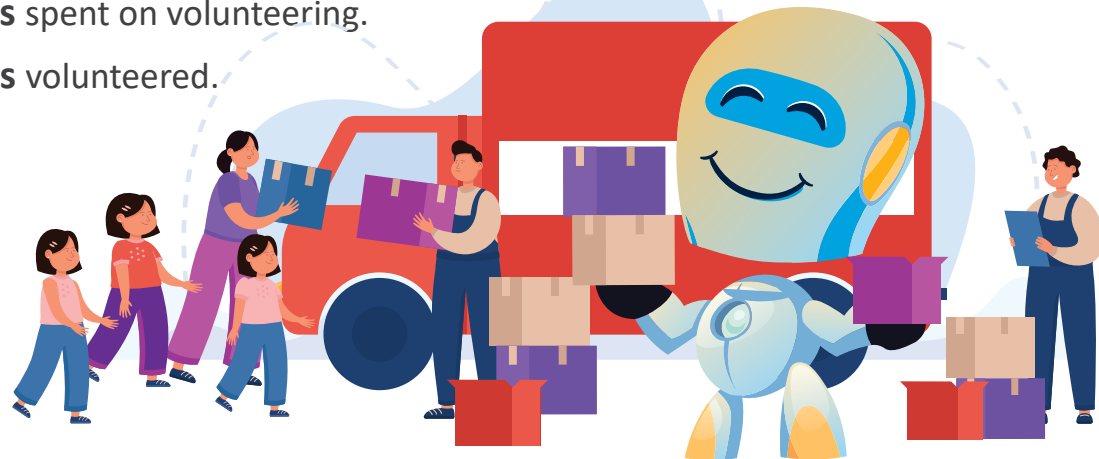
Quessians created **500+ sets of flash cards** for underprivileged children.

Quessians contributed **Rs. 1.5 million** towards COVID relief work.

Quessians recorded **100+ stories** for visually impaired students.

500+ Quess-hours spent on volunteering.

1,500 + Quessians volunteered.



What's good for society is good for Quess.



- **Quess** built and upgraded **75 government** schools in Karnataka and Tamil Nadu, to create safe and joyful learning spaces.
- Enhanced skills of **1,550 teachers** through mentoring programmes.
- **34,016 students** benefitted through digital learning programmes, remote teaching, ICT skills programmes and tech- enabled classrooms.
- Provided scholarships to **30 meritorious students** pursuing higher education.

BECAUSE YOU MATTER!



Quess is deeply committed to our responsibilities towards society and the environment.



The jobs that we execute focus on the **key needs of our customers and society**, creating sustainable value for our people, customers and investors.

By staying true to our Environmental, Social & Governance (ESG) philosophy, **our businesses positively impact the lives of millions.**

Our **values-led governance** puts us at the forefront of our industry in **labour-related reforms and practices.**

BECAUSE YOU MATTER!



BECAUSE YOU MATTER!

QUESS
WINNING TOGETHER



At Quess, we focus on developing ourselves

All our training programmes are based on the concept that as we progress in our careers, we move from **managing our own self** to **managing others** and eventually **managing our businesses**

For continuous learning to develop as an organisation-wide culture, **a learning path has been defined for each set of career levels** to enable employees to reap the benefits of continual learning.

BECAUSE YOU MATTER!



The five levels of the Quess Induction Framework align new joiners with the organisation.

- **Corporate Induction:** Brings comfort and a feeling of belongingness and pride in the organisation
- **Cultural Orientation:** Gives new joiners a glimpse into the workplace culture of Quess
- **Team Lunch:** To quickly connect on a personal level with the people they will work with on a daily basis
- **Business Induction:** For employees to have a detailed induction on the business which s/he is going to work for
- **Online Induction Module:** For new joiners to receive a better understanding of policies and procedures/Dos and Don'ts

Over the last year, Quess has been at the forefront of the war against COVID.



Even while society was in lockdown, we **fumigated, managed, and secured** hospitals, airports, and countless other essential facilities on behalf of our clients.

Our associates were out at the frontline in **healthcare, ecommerce, retail and manufacturing jobs** to get our economy running again.

We repaired **broken devices**, attended to **customer phone calls**, processed **payslips**, and deployed **digital assets** to keep consumers serviced.



BECAUSE YOU MATTER!

BECAUSE YOU MATTER!



QUESS
WINNING TOGETHER

CareWorks Foundation (CWF) provides health services for the prevention and treatment of COVID-19.

As a part of our prevention programme, we:

- **Educated students and trained teachers** on COVID awareness
- Distributed **protective gear** such as **masks, face shields** and **thermal scanners** to frontline COVID workers
- Distributed **80,000 cooked food packages** and provided **grocery kits** to labour colonies and migrants
- Donated **2 ventilators** to Victoria Hospital COVID Care Centre, Bengaluru

BECAUSE YOU MATTER!



Quess plays a leading role in bringing workers into the formal economy.

We are making steady progress in moving workers to the formal sector, providing them **social security benefits and a structured path** to grow.

Quess goes **deep into non-metro India** to find raw talent, offering training and career counselling to help these individuals find jobs.

In FY21, **around 95,000 of our fresh hires** were from outside Tier-1 and Tier-2 cities and we provided first-time social security benefits to 106,000+ associates.





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WINNING TOGETHER