



**India' Leading Tech-Enabled  
IFM Solutions Provider!**  
[www.dtss.in](http://www.dtss.in)

Environmental, Social, Governance  
Report 2025

# Annual Report

# Table of Contents

## About

About us	01
A Message from our Leader	04
Materiality Assessment	07
DTSS SDG Goals	09
Stakeholder Engagement	10
Progress on Our Commitments	11
Recognition and Certification	12

## Governance

Governance Structure and Leadership	15
Governance Committees	16
ESG Committees	17
Policies	18
Supply Chain	23

## Social

DTSS Workforce	25
Diversity and Inclusion	26
Empowering women at DTSS	28
Training and development	29
Digitization thru App	31
Mitra App	32
OHS Management System	33
Non - Compensation Benefits	34
Sewa	35
Valued Customer	37
Our Community Engagement through CSR	39

## Environmental

Our Commitment	43
Environmental Policy	44
Climate Change	45
Energy	46
Waste And Water	46
Our Progress	47
Our Emission Reduction	48
Case Study	49





# About this Report

This ESG Report presents a comprehensive overview of DTSS’s environmental, social, and governance (ESG) performance and initiatives for the reporting year, prepared in alignment with the Global Reporting Initiative (GRI) Standards. It underscores the company’s commitment to transparent, responsible business practices and sustainable development in accordance with globally recognized frameworks.

The report highlights DTSS’s initiatives in key sustainability areas, including carbon emissions reduction, water conservation, waste management, employee health and safety, diversity and inclusion, and ethical governance. These focus areas are guided by a materiality assessment and stakeholder engagement process, as recommended by the GRI Standards, ensuring that the most relevant sustainability topics are effectively addressed.

Aligned with the United Nations Sustainable Development Goals (SDGs), this report outlines DTSS’s strategic actions, measurable progress, and long-term sustainability goals. Through GRI-aligned disclosures, DTSS reaffirms its ongoing commitment to creating value for stakeholders while making a positive impact on both society and the environment.

## Reporting Period and Frequency

April 1, 2024–March 31, 2025 & Annually

## Talk to us about our Report

[contactus@dtss.in](mailto:contactus@dtss.in)

## Scope & Boundary :

- Geographic: DTSS corporate office (Bangalore, India) and 2 regional and branch offices across India.
- Data inclusion: Financial performance, employee metrics, and community updates: DTSS offices and client sites. Environmental performance indicators: DTSS head office, regional offices, and branch offices.

## Reporting Framework



Global Reporting Initiative (GRI)





# About DTSS

We at Dusters Total Solutions Services Pvt. Ltd. (DTSS) are proud to be among India's leading Integrated Facility Management Service Providers distinguished by the scale of our operations, nationwide presence, diverse customer base, extensive area under maintenance, and a strong, dedicated workforce. Today, we rank among the Top 5 Facility Management Companies in India, known for delivering smart, tech-enabled cleaning and facility solutions.

Our journey took a transformative turn in 2016, when we became a part of the SIS Group India's premier Security and Business Services organization. With a legacy of over 43 years, SIS Group serves 9,000+ clients, operates through 300+ SBU offices, and employs more than 240,000 personnel across the country.



**23  
OFFICES**

**22 SBU'S**



**1500+  
CUSTOMERS**

**49,000+  
EMPLOYEES**





# Our Values

## TRUST ALWAYS



**Trust is our foundation, grounded in honesty, reliability, & integrity.**

- Integrity and Accountability: We uphold our word and act with discipline, ensuring all actions align with company values and meet high standards.
- Commitment to Responsibilities: We take full ownership of our duties toward customers, the company, and colleagues, working to achieve goals aligned with company objectives.
- Building Relationships: Trust underpins our relationships, maintained through honest communication, transparency, and ethical practices.

## OUTSTANDING SERVICE



**We are dedicated to going beyond expectations, consistently delivering excellence in every interaction with customer.**

- Quality and Consistency: We take collective responsibility for delivering top-notch service. Every team member ensures quality, knowing that motivated employees drive customer satisfaction.
- Customer-First & Proactive Solutions: Our customers are our priority. We're available 24/7, anticipating needs and solving problems before they arise. We aim to offer solutions that leave customers feeling valued & supported.
- Team Collaboration: Service excellence is a team effort. By working together, We deliver seamless service and better outcomes for customers & stakeholders.

## PEOPLE CENTRIC



**Our people are our greatest asset, and we are devoted to creating an environment where every individual feels valued, supported, & empowered.**

- Care & Respect for Colleagues: We prioritize the well-being of every team member, especially those on the front lines, recognizing their essential role in fostering approachability, ensuring concerns are addressed quickly and respectfully.
- Growth & Development: We focus on nurturing individuals' strengths & delivering feedback that inspires growth. We provide equal opportunities, fostering an environment where talent is recognized, and individuals are empowered to succeed.
- Teamwork & Inclusivity: People are our difference makers. We build strong, cohesive teams with shared goals. We create a respectful, inclusive environment where everyone feels valued and part of a collective mission.

## Our solutions



Engineering Services



Soft Services



Business Support Services



Production Support Services



Horticulture Services



Hospitality Services



Pharma Services

# Message from our Leader



***"Empowering People.  
Delivering Impact.  
Sustaining the  
Future."***

Over the past 17 years, Dusters Total Solutions Services Pvt Ltd (DTSS) has established itself as a frontrunner in India's facility management industry. From the strategic merger of Dusters and Total Solutions to becoming one of the country's largest integrated facility service providers, our journey has been driven by innovation, purpose, and an unwavering focus on excellence. Today, DTSS operates across 26 Strategic Business Units (SBUs) and manages services at more than 3,000 client locations. This impressive scale is a testament to our commitment to customer satisfaction, operational efficiency, and sustainable growth.

We recognize that as a leader in our industry, we have a responsibility to drive positive change. Our commitment to environmental stewardship, social responsibility, and ethical governance remains at the core of our strategy. We have defined clear Sustainable Development Goals (SDGs) and developed a comprehensive roadmap to achieve ambitious ESG (Environmental, Social, and Governance) outcomes. One of our most important steps in this direction has been our adoption of the Science Based Targets initiative (SBTi), aligning our carbon reduction goals with international climate science to support a net-zero future.

Our clients' evolving needs and the global push toward digitization have inspired us to innovate continuously.

We are deploying technology-driven, customized facility solutions that enhance service delivery and sustainability outcomes. From IoT-enabled systems to data-driven maintenance and real-time monitoring, we are integrating smart technologies across our operations to add value and ensure accountability. People are at the heart of everything we do. Our success is built on the strength, dedication, and passion of our workforce. We invest deeply in training, safety, and empowerment, fostering a culture grounded in teamwork, professionalism, and integrity. These values enable us to consistently deliver high standards of service and forge lasting relationships with over 1,000 esteemed clients, including names like JLL, CBRE, Amazon, Tata Medical Centre, Apollo, and Infosys.

Looking ahead, DTSS is committed to leading by example. We aim to continue setting benchmarks in operational excellence and responsible business practices, guided by our core values of Trust, People Focus, and Service Spirit. As we embrace the future, we remain focused on building a cleaner, smarter, and more inclusive world together with our people, our clients, and our communities.

**Shamsher Puri**

Chief Executive Officer - FM  
SIS Limited



# Message from our Leader



## **"Celebrating 50 Years of SIS Group / Concluding Vision 2025 / Launching Vision 2030"**

As DTSS completes yet another significant year in its journey coinciding with the golden jubilee of the SIS Group FY 2024–25 stands out not only for the milestones achieved but also for the foundation laid for a more sustainable and resilient future. It also marks a strategic inflection point as we conclude our Vision 2025 and embark on the ambitious Vision 2030 roadmap.

In a rapidly evolving world, our clients are placing increased emphasis on sustainability, inclusive growth, and digital transformation. At DTSS, we recognize our responsibility not just to respond but to lead. Our ESG efforts this year have been defined by deeper alignment with client sustainability goals, stronger partnerships, measurable environmental outcomes, and an unwavering focus on people.

A prime example of this is the 25% energy savings achieved at DCW, Thoothukudi, through the upgrade of the HVAC plant via an OPEX model an initiative that reflects our ability to deliver outcome driven sustainability solutions at scale. Similar interventions across client sites are enabling reductions in carbon footprints and promoting long-term environmental stewardship.

Our people remain our greatest strength. This year, we expanded our efforts on diversity and inclusion, with increased engagement of Persons with Disabilities (PWDs) and a more deliberate focus on gender balance and equitable opportunities.

Programs like LEAP for career growth and our revitalized Management Trainee Program are not only building talent pipelines but also preparing our workforce for tomorrow. From a governance standpoint, we continued to refine our frameworks to strengthen transparency, compliance, and accountability, all aligned to our ESG goals. Technology and digital tools are helping us embed ESG measurement and reporting across the business more seamlessly and consistently. Perhaps most notably, FY 2024–25 marks a shift in our identity from being a service provider to a solutions partner. We are now actively building integrated service frameworks that combine hygiene, manpower, energy efficiency, and digital monitoring to deliver value beyond compliance. As we look ahead to Vision 2030, our ambitions are bold:

- To scale our net-zero journey,
- To attract, grow and retain a diverse, future-ready workforce,
- To become a digitally empowered organization,
- And to make ESG the cornerstone of every business decision and partnership.

In closing, I would like to thank our clients, partners, teams, and communities who continue to believe in our mission. Together, we will build not just cleaner spaces but stronger, more inclusive, and sustainable ecosystems that endure for generations.

### **Sanjeev Kumar NGS**

Chief Executive Officer

Dusters Total Solutions Services Pvt Ltd (DTSS)

# Message from our Leader



At DTSS, we truly believe our people are the heart of everything we do. The growth and transformation we've experienced over the years wouldn't have been possible without the dedication, passion, and professionalism of our teams. As part of the SIS Group, we take pride not just in being one of India's leading facility management companies, but in being a workplace where everyone is valued, supported, and encouraged to grow.

Our belief is simple: when we take care of our people, they take care of the business. This idea shapes how we think, plan, and act. It influences every policy we write, every training session we design, and every opportunity we create. Whether it's skilling, leadership development, health, or well being, our focus is on building a culture where care, respect, and excellence are at the center. We also understand that creating a sustainable future starts with building an inclusive one. Our people first approach goes hand in hand with our commitment to environmental and social goals. We're proud of how far we've come on this front, especially in areas like gender diversity, equity, and environmental awareness. At the same time, we know there's more to do and we remain focused on listening, learning, and evolving. We've taken big steps to strengthen how we engage with our teams focused on listening, learning, and evolving.

We've taken big steps to strengthen how we engage with our teams. Listening actively, opening up space for honest conversations, and celebrating people's contributions have helped us build a culture where everyone feels seen, heard, and part of something meaningful. It's helped us create stronger connections across all levels of the organization.

Looking ahead, our focus is on building a workforce that's ready for the future. As the industry continues to change, we're making sure our people have the tools, knowledge, and confidence to grow with it. Whether it's learning digital skills, understanding sustainability, or stepping into leadership, we're supporting every individual to evolve and succeed. We believe that leadership is not just about titles, but about how we show up for one another. That's why we're fostering a leadership culture rooted in empathy, trust, and accountability. We want our leaders to lead by example, inspire their teams, and build workplaces that are collaborative, inclusive, and resilient.

As we move forward, our purpose remains clear. We will keep investing in our people, encouraging innovation, and building a strong, values driven culture. Because when our people thrive, our business thrives. And together, we can create a future that is not only successful, but also responsible and sustainable.

**Shoba Saji**

ESG Head

Senior Vice President – Human Resources

Dusters Total Solutions Services Pvt Ltd (DTSS)

***"Together, we grow with care, courage, and commitment."***



# Materiality Assessment

The materiality assessment conducted by DTSS last year continues to serve as the cornerstone of our sustainability strategy in the current reporting cycle. It provides a structured approach to identifying, prioritizing, and addressing the most significant Environmental, Social, and Governance (ESG) topics that influence our long-term success and stakeholder trust.

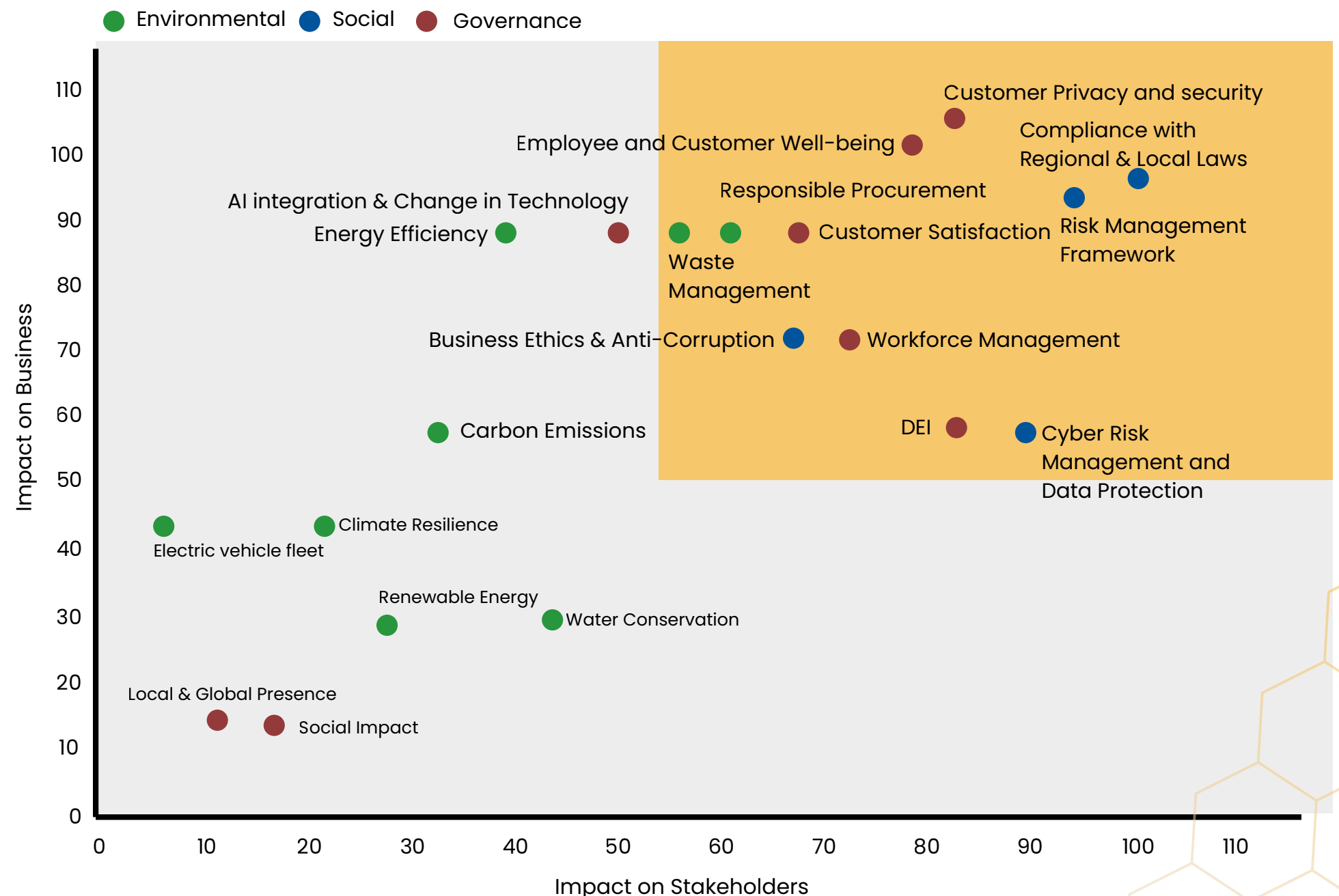
The assessment began by defining the boundaries of DTSS's operational control, mapping activities and services across our value chain to understand where sustainability impacts occur. This foundation enabled a focused and strategic stakeholder engagement process one that prioritized meaningful dialogue with key influencers whose insights align closely with our sustainability ambitions.

A comprehensive list of potential sustainability topics was developed based on stakeholder input, industry standards, internal risk assessments, and subject matter expertise. This list reflected the full spectrum of economic, environmental, and social priorities, including cross-cutting themes such as corporate governance and human rights. After careful evaluation, a shortlist of 30 material topics was finalized and grouped under relevant ESG categories.

Before stakeholder surveys were conducted, DTSS held an internal training session for employees across departments involved in sustainability reporting. This initiative helped strengthen awareness of sustainability concepts and their direct connection to DTSS's operational and strategic goals, laying the groundwork for more informed participation and alignment. To build the materiality matrix, stakeholder feedback was analyzed and weighted to reflect the relative importance of each topic. A cut-off line, developed in collaboration with internal leadership and external experts, helped define key focus areas. This matrix continues to guide DTSS in aligning its sustainability initiatives with stakeholder

As we move forward, this materiality framework ensures that our sustainability strategy remains dynamic and responsive to emerging trends, risks, and stakeholder expectations. By consistently referring back to the prioritized topics, we are able to refine our ESG goals, design targeted action plans, and allocate resources effectively. This continuous improvement loop not only strengthens our operational resilience but also reinforces our position as a responsible and forward-thinking organization within the facility management industry.

Looking ahead, DTSS aims to deepen the integration of materiality insights into every aspect of strategic and operational planning. This involves translating material topics into measurable performance indicators and embedding them across key business functions, including procurement, workforce development, innovation, and client engagement. By doing so, DTSS ensures that sustainability is not treated as a standalone agenda but as a core business enabler that drives efficiency, fosters innovation, and creates long-term value for all stakeholders.



# Materiality Assessment

## Environmental

- Climate Resilience
- Carbon Emissions
- Renewable Energy
- Energy Efficiency
- Water Conservation
- Waste Management
- Electric Vehicle Fleet

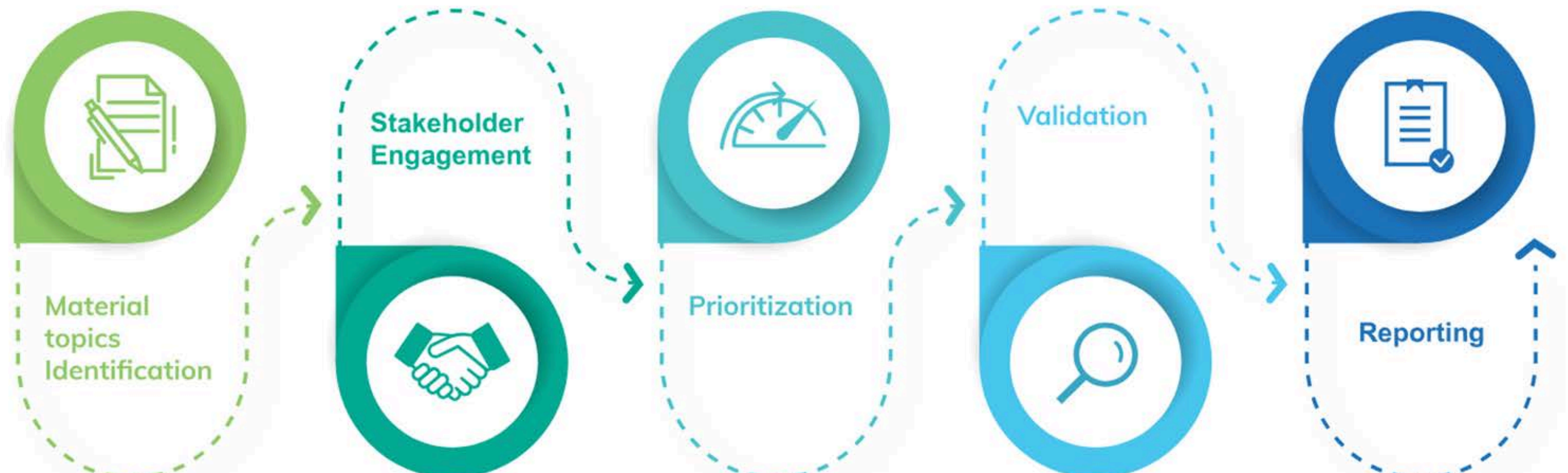
## Social

- Workforce Management
- Employee and Customer Well-being
- Diversity, Equity & Inclusion (DEI)
- Social Impact
- Customer Satisfaction
- Customer Privacy and Security
- Local & Global Presence

## Governance




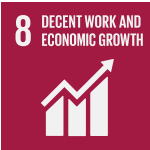





- Business Ethics and Anti-Corruption
- Risk Management Framework
- Responsible Procurement
- Compliance with Regional & Local Laws
- Cyber Risk Management and Data Protection
- AI Integration and Technological Change

## Our Approach





# DTSS SDG Goals

	SDG Goals	KPI	Targets
Environmental		<ul style="list-style-type: none"> <li>Climate Change</li> <li>Responsible procurement</li> </ul>	<ul style="list-style-type: none"> <li>Achieve net-zero carbon emissions across by 2040.</li> <li>Reduce absolute Scope 3 emissions across our corporate offices and operations 30% by 2030.</li> <li>Purchase 100% renewable electricity for our Head &amp; Regional offices by 2030.</li> </ul>
	 		
Social	 	<ul style="list-style-type: none"> <li>Customer Satisfaction</li> <li>Diversity, Equity and Inclusion</li> </ul>	<ul style="list-style-type: none"> <li>35% representation of women in the workforce by the year 2030.</li> <li>Achieve female representation at senior levels (Management and Leadership bands) of 10% by 2030.</li> <li>Achieve differently abled employees to 1% by 2030.</li> <li>Reducing human rights grievances to 20% from the current level, aiming to achieve zero grievances.</li> </ul>
	 		
Governance		<ul style="list-style-type: none"> <li>Compliance with Reginal and Local laws</li> <li>Risk Management Framework</li> <li>Business Ethics</li> <li>Cyber and Risk Management.</li> </ul>	<ul style="list-style-type: none"> <li>Embed sustainability in our business, operations, and cultural values.</li> <li>Compliance rate with data protection regulations.</li> </ul>
			

# Stakeholder Engagement

At Dusters Total Solutions Services Pvt. Ltd. (DTSS), we recognize that effective stakeholder engagement is essential to achieving our sustainability vision and business excellence. We actively engage with our stakeholders through transparent, consistent, and two-way communication channels that help us understand their expectations, gather feedback, and strengthen mutual trust. Our engagement framework covers clients, employees, suppliers, communities, and shareholders ensuring that our decisions and actions reflect the priorities of all those who contribute to our success.

We maintain close collaboration with our clients through regular updates, performance reviews, feedback surveys, and recognition programs. These engagements enable us to measure service quality, review key performance indicators, and identify opportunities for improvement and innovation. For our employees, we promote a culture of openness and inclusion through leadership communications, town halls, training and development initiatives, and engagement activities. Our efforts focus on enhancing employee well-being, promoting diversity and inclusion, and encouraging continuous learning and accountability across the organization.

We engage with shareholders, suppliers, and communities to ensure transparency, ethical partnerships, and positive social impact through CSR initiatives, driving inclusive and sustainable growth at DTSS.

To further strengthen our engagement approach, DTSS is continuously expanding its feedback and collaboration mechanisms. We are leveraging digital platforms and analytics to capture real-time insights from stakeholders, enabling faster response and proactive issue resolution. Periodic materiality reviews and cross-sector dialogues help us stay aligned with emerging expectations and global best practices. By institutionalizing these processes, DTSS aims to build deeper, more resilient relationships with stakeholders, ensuring that their voices remain central to our sustainability journey and long-term value creation.

Stakeholder	How we Engage	Key topics
Employees	<ul style="list-style-type: none"> <li>Internal communications from leadership •</li> <li>Town halls</li> <li>Employee Connect/Pulse</li> <li>Rewards &amp; Recognition</li> <li>Engagement and experience surveys</li> <li>Theme based activities/festivals/cultural prog.</li> <li>Materiality assessment</li> </ul>	<ul style="list-style-type: none"> <li>Business performance Business ethics and integrity</li> <li>Non-discrimination</li> <li>Employee Well-being</li> <li>Diversity and Inclusion</li> <li>Talent attraction and retention</li> <li>Training and development</li> <li>Innovation and technology</li> </ul>
Clients	<ul style="list-style-type: none"> <li>Client Connect/Pulse •Monthly / Quarterly and Annual Reviews</li> <li>Rewards and Recognition at client site</li> <li>Feedback form/surveys</li> <li>Materiality assessment •Webinars</li> </ul>	<ul style="list-style-type: none"> <li>SLA's /KPI's and business overviews</li> <li>Diversity and Inclusion</li> <li>Business ethics and integrity</li> <li>Innovation and Technology</li> <li>Health and Safety of DTSS employees, third parties</li> <li>Physical security at DTSS employees' properties.</li> <li>Training and development</li> </ul>
Suppliers and Vendors	<ul style="list-style-type: none"> <li>Supply Chain Management (SCM) discussions and meetings</li> <li>Materiality assessment</li> </ul>	<ul style="list-style-type: none"> <li>Supply chain Management</li> <li>Business Ethics and integrity</li> </ul>
Communities	<ul style="list-style-type: none"> <li>Partnerships with NGOs</li> <li>Community engagement programs</li> <li>CSR initiatives and volunteering activities</li> </ul>	<ul style="list-style-type: none"> <li>Community development</li> <li>Education, health, and hygiene initiatives</li> <li>Environmental sustainability projects</li> </ul>



# Progress on Our Commitments

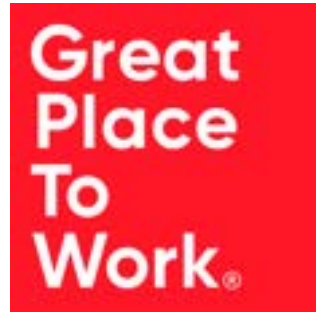
As part of our ongoing commitment to sustainability and responsible business practices, we continuously track, measure, and evaluate our progress against defined Environmental, Social, and Governance (ESG) targets. Between 2024 and 2025, we have made measurable advancements across key ESG focus areas, aligned with our long-term strategy and stakeholder expectations.

Our efforts are guided by a structured ESG framework that integrates sustainability into every aspect of our operations, from reducing carbon emissions and improving resource efficiency to fostering diversity, equity, and inclusion within our workforce. Regular monitoring and transparent reporting help ensure that progress remains data-driven and verifiable.

At the same time, we are advancing governance excellence by reinforcing compliance and accountability across all business functions. Through continuous improvement and collaboration, DTSS is building a resilient, future-ready organization that contributes positively to people, the planet, and long-term economic value.

KPI		Targets	Status
Environmental	<ul style="list-style-type: none"> <li>Climate Change</li> <li>Responsible procurement</li> </ul>	Achieve net-zero carbon emissions across by 2040.	Progress made in reducing Scope 2 emissions and select Scope 3 categories, with additional sources now included for comprehensive tracking.
		Reduce absolute Scope 3 emissions across our corporate offices and operations 30% by 2030.	Achieved a 3% reduction in transportation and distribution emissions; ongoing efforts to accelerate reduction initiatives.
		Purchase 100% renewable electricity for our Head & Regional offices by 2030.	Steady progress through Power Purchase Agreements (PPA) and installation of onsite renewable energy systems.
		Incorporate ESG Supplier Questionnaire in onboarding for new suppliers by 2025.	Target achieved — ESG questionnaire developed and integrated into the supplier onboarding process.
Social	<ul style="list-style-type: none"> <li>Customer Satisfaction</li> <li>Diversity, Equity and Inclusion</li> </ul>	35% representation of women in the workforce by the year 2030.	Achieved 33% representation in FY 2025, showing consistent progress from the baseline year FY 2024.
		Achieve female representation at senior levels (Management and Leadership bands) of 10% by 2030.	In progress — continued efforts to promote women into management and leadership roles.
		Achieve differently abled employees to 1% by 2030	Currently 168 differently abled employees across total billable workforce which is about 0.3% ; progressing toward target.
		Reducing human rights grievances to 20% from the current level, aiming to achieve zero grievances.	More robust systems and awareness programs implemented to strengthen grievance redressal and prevention mechanisms.
Governance	<ul style="list-style-type: none"> <li>Compliance with Reginal and Local laws</li> <li>Risk Management Framework</li> <li>Business Ethics</li> </ul>	Embed sustainability in our business, operations, and cultural values.	Limited progress this year on embedding sustainability across operations and culture; however, a compliance framework is in place with regular monitoring and training to uphold data protection and drive measurable improvements in FY 2025.
		Compliance rate with data protection regulations.	

# Recognition and Certification



Great Place to Work



1st Rank for Swachh Bharat Competition



IFM Company 2024



EcoVadis Fast Mover Rating



Best Brand Award



Arogya Wellness Bronze Award



ISO 45001



ISO 14001



# Recognition and Certification



COO of the year 2024



CBRE – 2024



S.O.R.T



Technology Implementation of the year 2024



Outstanding contribution



Healthy Workplace – Bronze



# GOVERNANCE



# Governance Structure and Leadership

At Dusters Total Solutions Services Pvt. Ltd. (DTSS), we uphold strong principles of corporate governance, recognizing it as the cornerstone of sustainable growth, ethical leadership, and stakeholder trust. Our governance structure is designed to ensure transparency, accountability, and fairness in every aspect of decision-making. The Chair of the highest governance body is independent from the senior executive team, ensuring a clear distinction between strategic oversight and operational management. This structural independence reinforces objectivity, strengthens accountability, and promotes balanced, unbiased decision-making across the organization.

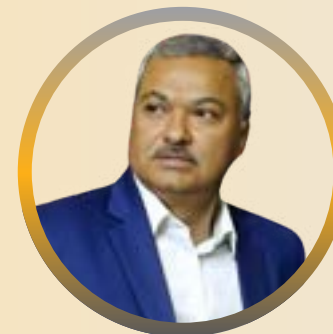
We view good governance as essential for long-term value creation and effective risk management. The Board of Directors (BoD) provides strategic guidance and oversight to ensure that Environmental, Social, and Governance (ESG) considerations are deeply integrated into our business strategy. ESG goals, performance targets, and key initiatives are finalized through close consultation between the Board, senior leadership, and functional teams, ensuring alignment with both organizational objectives and stakeholder expectations. Regular Board reviews help assess the progress of sustainability programs and drive continuous improvement across all business operations.

Our governance framework is anchored in the principles of integrity, transparency, and fairness. It incorporates robust internal control systems, periodic compliance audits, and regular policy reviews to maintain high standards of ethical conduct and regulatory adherence. Through our comprehensive Code of Conduct, we cultivate a culture of honesty, responsibility, and respect, empowering employees to act with integrity and make decisions that reflect DTSS's values. Ethical awareness programs and periodic governance workshops further strengthen this culture across the organization. DTSS upholds leadership accountability and strong governance to manage evolving ESG risks and drive responsible, sustainable growth.

## Board of Director



**Mr. Rituraj Sinha**  
Group Managing Director



**Mr. Dhiraj Singh**  
CEO – SIS Group



**Mr. Uday Singh**  
Independent Director



**Mr. Shamsher Puri**  
CEO-FM



**Mr. Brajesh Kumar**  
CFO – SIS Group



**Ms. Rivoli Sinha**  
Non-Executive Director



**Mr. Nandit Raja**  
Director

## Roles & Responsibilities of the Highest Governance Body

At Dusters Total Solutions Services Pvt. Ltd. (DTSS), the highest governance body, comprising the Chief Executive Officer (CEO) and the Board of Directors (BoD), is entrusted with setting the organization's strategic direction, approving key policies, and overseeing performance to ensure sustained growth and ethical conduct. This leadership structure ensures that corporate decisions are fully aligned with DTSS's long-term business objectives, regulatory obligations, and stakeholder expectations. The Board plays an active role in monitoring financial and operational performance, ensuring that all business practices uphold

the principles of accountability, transparency, and responsible management. The governing body provides strategic guidance across all functions, reviewing performance metrics, assessing emerging risks, and ensuring the effectiveness of the company's internal control and compliance frameworks. By fostering a culture of responsibility and continuous improvement, the leadership ensures that DTSS remains agile and well-prepared to navigate evolving market, environmental, and social challenges.

The governance body integrates ESG principles into DTSS's strategy, ensuring environmental and social priorities are managed with the same rigor as financial goals.



# Governance Committees

## Empowered Committees for Effective Governance

DTSS has established a number of specialized committees to reinforce our governance framework and ensure excellence in key areas:

### Internal Committee (IC)

To uphold a safe and respectful work environment, the Internal Committee is empowered, aligned under the Prevention of Sexual Harassment (POSH) Act of 2013 and international workplace standards, to address and resolve grievances with fairness and confidentiality. The committee is composed of trained members, including external experts, ensuring objectivity and adherence to due process. Regular training and awareness programs are conducted to foster a safe, inclusive, and respectful work environment for all employees.

### Rewards and Recognition Committee

This committee adopts a structured approach to employee engagement and motivation, benchmarking its practices against international standards. It ensures fair and transparent recognition of achievements, supports employee retention, and strengthens organizational culture. Regular feedback from clients and employees is integrated into the committee's activities, promoting continuous improvement and brand visibility.

### Information Security Council

Aligned with global data protection and cybersecurity frameworks, the Information Security Council is responsible for developing, reviewing, and overseeing the implementation of comprehensive information security policies. The council includes cross functional experts and operates with executive sponsorship, ensuring that data privacy, cybersecurity, and regulatory compliance are prioritized across the SIS Group.

## Corporate Social Responsibility Committee (CSR)

The CSR Committee is tasked with formulating and monitoring the company's social responsibility strategy, in accordance with international guidelines such as ISO 26000 and the UN Sustainable Development Goals (SDGs). The committee ensures transparent allocation of resources, rigorous impact assessment, and regular reporting to stakeholders, reinforcing DTSS's commitment to positive social and environmental outcomes. It also builds partnerships to amplify CSR impact.

### Nomination and Remuneration Committee (IC)

DTSS operates under the aegis of the SIS Group and follows a structured approval process aligned with Group standards. Selected nominees are subject to Group compliance verification and assessment, subsequently reviewed by a Nomination and Remuneration Committee before recommendation to the Board.

The company has instituted a director selection policy approved by the committee and compliant with applicable regulations. The policy defines clear criteria for directors' qualifications, experience, and independence,

with a view to establishing a balanced and effective Board.

To ensure a robust governance structure, DTSS recruits experienced professionals from diverse fields—including business, finance, law, and public administration—to bring varied perspectives to the Board. Director terms range between three to five years, and Board size typically falls between three and fifteen members.

Director compensation is determined based on recommendations from the Nomination and Remuneration Committee. Executive directors receive a salary along with allowances, while non-executive directors are paid a sitting fee of ₹100,000 per meeting and may also receive up to 1% of the company's annual net profits as commission, subject to shareholder approval.

The Nomination and Remuneration Committee also oversees performance evaluation frameworks for the Board, its committees, and individual directors. It also formulates remuneration policies for senior management; monitors Board diversity; considers extensions of Independent Directors' terms based on evaluations; and fulfills regulatory duties as defined under the SEBI Regulations, 2021.

[Nomination and Remuneration Committee](#)





# ESG Committee

In 2024, DTSS took a significant step forward in its sustainability journey by formally establishing a dedicated ESG Committee. Comprised of ESG certified professionals and cross functional leaders, this newly formed committee has been entrusted with clearly defined responsibilities, including setting, monitoring, and reporting on the company's ESG goals and initiatives. The committee ensures that all ESG activities are fully aligned with internationally recognized frameworks such as the GRI Standards and Ecovadis criteria. All ESG related matters are subject to rigorous oversight and approval by the Board of Directors, underscoring DTSS's commitment to transparency, accountability, and the continuous enhancement of its sustainability performance. As global expectations around corporate transparency and sustainability disclosures continue to rise, DTSS has proactively strengthened its ESG governance structure to stay ahead of the curve. At the heart of this effort is our dedicated ESG Committee, a strategic body that ensures our environmental, social, and governance priorities are deeply integrated into business decision making and long-term planning.

Chaired by Ms. Shoba Saji (Senior Vice President - HR), the ESG Committee provides focused leadership on our sustainability agenda. The committee comprising 13 members, all of whom are certified ESG professionals with a strong interest in environmental and corporate governance oversees everything from disclosure strategies and internal controls to risk management and performance monitoring across ESG domains, including climate related initiatives.

This ensures the committee remains well equipped to guide the company through the complex terrain of climate related risks and sustainability opportunities. By providing clear direction, cross functional oversight, and expert driven governance, the ESG Committee plays a central role in aligning DTSS's sustainability ambitions with robust corporate governance ensuring we not only meet

Name	Designation	Role
Shoba Saji	Sr. VP - HR	Chairman
Manoj Kumar Kapil	VP - Strategic Solutions	Committee Member
Sameer Bhosale	VP - Operations	Committee Member
Pragati Bakshi	AVP - HR	Committee Member
Stephenson F	DGM - QA	Committee Member
Poornima	AGM - HR	Committee Member
Sivakumar	DGM - HR	Committee Member
Pranav Kumar	AGM - L & D	Committee Member
Ramaiah M	FC	Committee Member
Suryakant Ojha	GM - Compliance	Committee Member
Karthik K	AGM - SCM	Committee Member
Neeraj Gupta	AGM - HR	Committee Member
Kishore Nallipogu	Manager - EHS	Committee Member

regulatory expectations but also lead responsibly in shaping a more sustainable future.

In FY 2024-2025, the ESG Committee convened four times to deliberate and report on key strategic matters directly to the CEO. Discussions spanned across:

- The 3 Year Strategic Business Plan, integrating ESG alongside financial and operational goals.
- Implementation of ESG Key Performance Indicators (KPIs) across departments.

## 4

Number of ESG Committee meetings conducted during the reporting year.

- Progress on our Renewable Energy Source Plan
- Updates on the enforcement of the Supplier Code of Conduct

To uphold transparency and accountability, the Committee has also formalized annual ESG KPI reporting, ensuring each department contributes timely and reliable data. Internal controls are in place to validate the accuracy and consistency of this information, reinforcing trust in our ESG disclosures.

What sets the DTSS ESG Committee apart is its deep commitment to continuous learning and adaptation. Members regularly undergo training on emerging environmental issues, regulatory shifts, industry best practices, and DTSS's evolving business landscape.



# Policies

## Anti Corruption, Anti-bribery

At DTSS, we are deeply committed to maintaining the highest standards of governance, grounded in integrity, transparency, and ethical conduct. Our governance framework is aligned with global best practices and is designed to ensure that all business activities are carried out with honesty, fairness, and responsibility. We uphold a zero-tolerance stance towards all forms of corruption and bribery, and this principle is embedded into the core of our operations. Every decision, process, and interaction is guided by a strong ethical compass to foster trust among stakeholders and contribute to long-term sustainable growth.

To reinforce this commitment, DTSS has implemented a comprehensive Anti-Corruption and Bribery Policy, which clearly articulates our obligation to conduct business ethically and transparently. The policy sets out consistent procedures for identifying, preventing, and addressing any form of bribery or corrupt practices. It also mandates the maintenance of accurate and transparent financial records to ensure a true and fair representation of all activities. Any violation of this policy can lead to serious consequences for both the company and the individuals involved, including disciplinary actions, termination, and possible civil or criminal penalties.

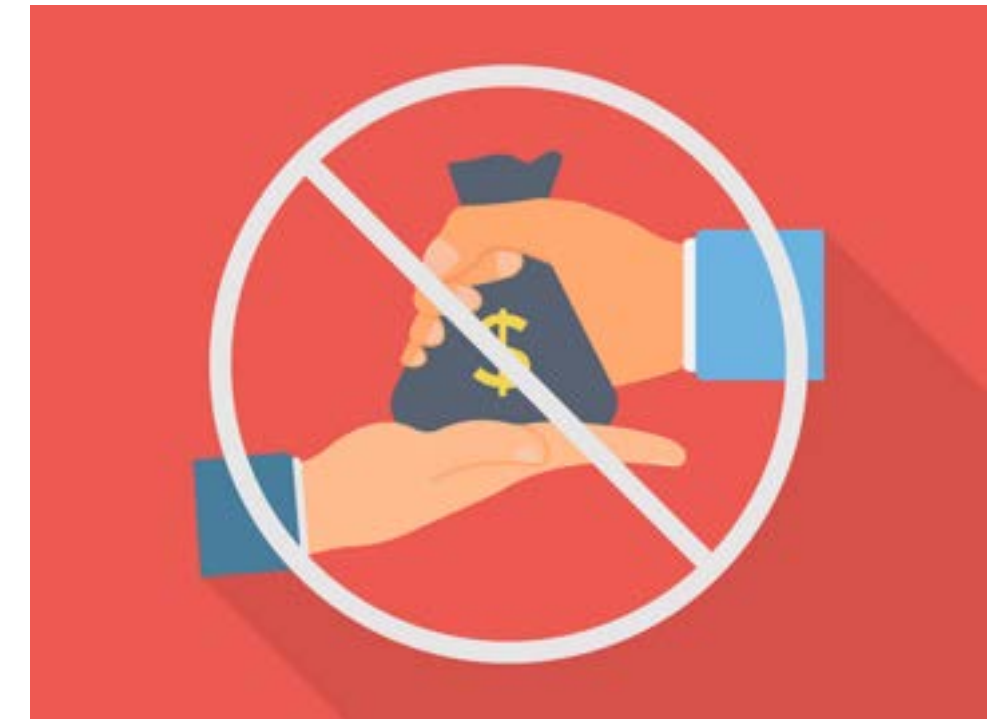
DTSS encourages all employees to report any suspected violations without fear of retaliation. Reports can be made confidentially to a manager, a member of the legal team, or via designated email or phone channels. By promoting a culture of openness, accountability, and ethical vigilance, DTSS continues to lead by example in ethical governance. Through regular training, proactive risk management, and a strong compliance culture, we demonstrate our unwavering commitment to responsible business conduct and stakeholder trust. Helplines are provided for employees to report incidents - 9820290024(site employees) and 9538881267(Backoffice) and email id- hr@dtss.in

0	Number of confirmed corruption incidents
0	Misbehavior issues
0	Discrimination and harassment related issues

## Code of conduct

DTSS's approach to governance is firmly anchored in ethical leadership, operational transparency, and a strong commitment to stakeholder trust. In alignment with international standards and responsible business practices, DTSS has developed a comprehensive Code of Conduct and Ethics Policy that serves as the foundation of its organizational culture. This policy outlines clear expectations for ethical behavior, integrity, and accountability, guiding every individual from senior leadership to frontline employees toward a shared standard of conduct that promotes professionalism and trust throughout the company.

The Code of Conduct establishes a detailed framework of principles that govern the behavior of all employees and Directors, ensuring strict adherence to all applicable laws, regulations, and internal policies. It explicitly prohibits unethical practices such as bribery, corruption, embezzlement, misappropriation of company assets, unauthorized disclosure of confidential information,



and breaches of data privacy. By embedding these standards into daily operations, DTSS builds a culture of honesty, compliance, and ethical decision making throughout the organization.

DTSS's governance structure emphasizes accountability through clearly defined roles, responsibilities, and escalation protocols. A transparent and confidential mechanism is in place to report any misconduct, empowering employees to raise concerns without fear of retaliation. Helplines are provided for employees to report incidents. To ensure fairness and consistency, all reported incidents must be documented before any disciplinary action is taken. The process typically begins with a Show Cause Notice or verbal counseling, issued by the Senior Manager or Vice President of Human Resources. This notice can be sent via email (with read receipt) or delivered as a physical copy. Employees are provided a 24 hour window to respond, and the explanation is jointly reviewed by the respective department head and HR department.



# Policies

If no response is received, or if the explanation is unsatisfactory, the functional head may proceed with disciplinary measures such as a written warning, suspension, or when warranted termination. Termination is reserved for serious violations and is implemented only after a thorough investigation, reinforcing the organization's dedication to fair and lawful practices. This structured disciplinary process highlights DTSS's commitment to upholding justice, maintaining employee rights, and protecting organizational integrity. Through regular communication, periodic training, and leadership by example, DTSS ensures that its governance practices remain dynamic, inclusive, and aligned with evolving global expectations. By embedding ethics into its operational DNA and consistently reinforcing its Code of Conduct, DTSS not only safeguards its reputation but also strengthens its role as a responsible and sustainable business leader in the facility management sector. Helplines and mail are provided for employees to report incidents via the Mitra app as well.

## Whistle blower policy

Demonstrating its unwavering commitment to ethical conduct and transparent business practices, DTSS has implemented a Whistleblower Policy that reinforces its broader governance framework.

Serving as an extension of its Code of Conduct, the policy reflects DTSS's unwavering commitment to maintaining the highest legal and ethical standards in line with global governance practices. It plays a vital role in supporting the prevention, early detection, and investigation of misconduct, including fraud, corruption, and violations of company policies.

DTSS fosters a culture of openness and encourages all employees to speak up without fear of retaliation. The policy ensures that employees have access to multiple secure and confidential channels for raising concerns. These include the Mitra App, a dedicated helpline, and

communication with regional Single Points of Contact (SPOCs). These mechanisms are designed to be user-friendly, accessible, and responsive, ensuring that concerns are addressed promptly and with sensitivity.

In alignment with global best practices, the policy also includes a structured escalation protocol. If an employee's concern involves a manager or if a reported issue is not resolved satisfactorily, the matter can be directly escalated to the Chief Operating Officer (COO) at DTSS's corporate headquarters. In cases where the allegation pertains to the COO, the employee may report the issue directly to the Group CEO, ensuring that no hierarchical barrier prevents the pursuit of justice or resolution. This structured and inclusive approach reflects DTSS's strong stance on ethical governance and employee protection. The company strictly prohibits any form of retaliation against whistleblowers, reinforcing a safe environment where employees feel empowered to act with integrity and accountability.

Through the implementation and continuous strengthening of the Whistleblower Policy, DTSS demonstrates its leadership in ethical corporate behavior. It underscores the organization's belief that governance is not only about compliance, but also about creating a trust-based workplace culture where fairness, transparency, and employee voice are actively protected and valued.



0

Number of reports to whistleblower

## Conflicts of interest

DTSS upholds the highest standards of integrity and fairness in all its business dealings by implementing a well-defined Conflict of Interest Policy, aligned with the SIS Group's corporate governance framework. This policy is designed to ensure that personal interests do not interfere with professional responsibilities, thereby protecting the company's commitment to ethical decision-making, impartiality, and accountability at every level of operation. The Conflict of Interest Policy is applicable to all employees, Board members, and relevant stakeholders, including suppliers, vendors, partners, consultants, and third parties who conduct or seek to conduct business with DTSS or its subsidiaries. By extending this policy beyond internal staff, DTSS reinforces its expectation that all entities within its business ecosystem uphold the same ethical standards and avoid any situation that could compromise the company's objectivity or reputation.

The policy outlines a clear process for identifying, disclosing, and managing conflicts of interest. It mandates that any actual, potential, or perceived conflict be disclosed at the earliest stage either during empanelment or at any point throughout an engagement. Once disclosed, such cases are reviewed and addressed by the appropriate authorities, including escalation to the Board of Directors when necessary, to ensure that all business decisions remain fair, unbiased, and transparent.

0

Complaints received in relation to issues of Conflict of Interest of the Directors

# Policies

DTSS promotes a culture of openness and accountability by encouraging proactive disclosure and responsible handling of conflicts. Stakeholders are expected to act in good faith and promptly report any situations that may impair their judgment or create undue influence in the company’s business processes. The company maintains strict confidentiality and fairness in reviewing such disclosures to preserve trust and uphold its governance principles.

The policy is publicly accessible on the [SIS Group’s official website](#), reflecting DTSS’s commitment to transparency and alignment with global corporate governance practices. By diligently adhering to this framework, DTSS ensures that ethical integrity remains central to its strategic and operational decisions, reinforcing stakeholder confidence and long-term sustainability.

## POSH

DTSS is deeply committed to building a workplace that is safe, respectful, and inclusive for all employees. In alignment with the Prevention of Sexual Harassment (POSH) Act, 2013, and global workplace standards, the company has implemented a comprehensive POSH policy that ensures zero tolerance towards any form of sexual harassment. This policy is a core component of DTSS’s broader governance and ethical conduct framework, reinforcing its dedication to employee dignity and equitable workplace practices.

To ensure due diligence and procedural fairness, DTSS follows a clear, structured disciplinary process in addressing POSH-related incidents. Any such incident must first be documented and reported to the Senior Manager HR or the Vice President – HR (Regional SPOCs). The process typically begins with verbal counseling or the issuance of a Show Cause Notice, sent via email with a read receipt and/or as a physical copy in duplicate. The concerned employee is given a 24-hour window to respond. The explanation is reviewed by Functional Head and HR team.

If no response is received within the stipulated time, further actions—such as a formal warning, suspension, or termination may be taken. However, termination is strictly reserved for extreme cases and only after a thorough investigation.

Understanding the operational challenges faced by billable staff stationed at client sites, DTSS has introduced technology enabled solutions to facilitate accessible and confidential grievance redressal. Through the Mitra App, installed on employees' mobile phones, staff can discreetly report POSH related concerns. These complaints are directly routed to the designated POSH Subject Matter Expert (SMOE) for prompt resolution. For more complex or sensitive matters, the case is escalated to the Internal Complaints Committee (ICC) for comprehensive review and appropriate action.



16	No of POSH related queries <i>raised</i> reporting financial year
16	No of POSH related queries <i>resolved</i> reporting financial year
10	Number of workshops against sexual harassment in a year across all sites

Training and awareness are part of DTSS’s POSH implementation strategy. Ten workshops are compulsorily conducted throughout the year for all employees across sites, ensuring consistent engagement and knowledge reinforcement. All new joiners and on-site staff undergo mandatory training on POSH guidelines, with training reports, attendance records, and photographs submitted via an online portal for accountability. In addition, all IC members receive specialized training to equip them with the skills to handle cases with objectivity, fairness, and empathy. This structured capacity-building approach not only enhances awareness but also strengthens the credibility, preparedness, and responsiveness of the committee.

As a further commitment to creating a harassment-free workplace, DTSS requires all employees and external stakeholders to sign a POSH Undertaking. This declaration signifies their shared responsibility in upholding the principles of dignity, respect, and inclusivity at work. In case of any delays or urgent issues, employees are encouraged to directly contact ICC members using the phone numbers listed in the POSH Undertaking. Through these robust mechanisms, DTSS not only ensures compliance but also creates a proactive culture of safety, accountability, and respect.



# Policies

## Information Data & Cyber Security Policy (IDCSM)

In today's rapidly evolving digital landscape, cybersecurity and data protection have become critical components of responsible corporate governance. DTSS, in alignment with the SIS Group's security protocols and global cybersecurity standards, has implemented a robust Information, Data & Cyber Security Management (IDCSM) Policy to protect the integrity, confidentiality, and availability of its digital assets. This policy underscores DTSS's proactive approach to risk management and digital resilience, ensuring that data systems are secure, access is tightly controlled, and employees are fully aware of their roles in upholding cybersecurity standards. At the core of this policy is the secure handling of database authentication credentials, which are essential for authorizing system applications to access internal databases.

**NIL**

Number of Information Security Breach Reported

Mishandling these credentials could expose the organization to unauthorized access, data theft, or broader system breaches. To mitigate such risks, the policy mandates that credentials must never be stored in plain text within application source code. Instead, they must be stored separately using secure techniques such as hash function identifiers or managed via secure authentication servers like LDAP. Each business function is assigned unique credentials, and passwords must comply with DTSS's Password Policy to ensure strong and effective protection. The policy applies specifically to system implementers and software engineers who develop or manage applications that interface with production database servers. By implementing strict credential storage protocols and limiting access on a need to know basis, DTSS ensures

that sensitive data is protected from both internal misuse and external threats. Passwords must be updated regularly in accordance with the company's access control standards, reinforcing DTSS's commitment to ongoing cyber vigilance.

In the event of a suspected security breach or unauthorized access, employees are instructed to immediately report the incident to the designated company authority without altering the system. Employees are explicitly advised not to shut down the terminal or delete suspicious files, as preserving the system in its current state is critical for effective forensic analysis and root cause identification. This ensures that the organization can implement swift corrective measures while maintaining data integrity. By embedding information security into its operational culture, DTSS not only adheres to global cybersecurity best practices but also reinforces trust among clients, partners, and stakeholders. The IDCSM policy is a testament to DTSS's forward-looking governance approach prioritizing digital resilience, protecting stakeholder data, and empowering employees with clear protocols for managing and responding to cyber threats.



## Child Labour Policy

DTSS is firmly committed to upholding the rights of children and ensuring a safe, ethical, and dignified work environment for all individuals. In alignment with national laws, International Labour Organization (ILO) conventions, and global sustainability standards, DTSS maintains a zero-tolerance policy against child labour, forced labour, and human trafficking.

This commitment extends across all operations, business relationships, and supply chains, reflecting DTSS's broader dedication to human rights and social responsibility. The purpose of this policy is to protect the innocence and development of the younger generation by actively preventing their involvement in any form of labour within DTSS's sphere of influence.

DTSS believes that every child has the right to education, safety, and a nurturing environment free from exploitation, abuse, or economic pressure. To uphold this belief, DTSS has implemented a robust workforce management and verification system. During recruitment, the Human Resources department conducts comprehensive age verification to ensure that all documentation provided by potential employees is authentic. No individual below the legal minimum age for employment, as defined by local and national laws, shall be hired under any circumstance. Through the strict enforcement of this policy, DTSS ensures full regulatory compliance while contributing to the elimination of child labour in society and industry. This strong governance stance reinforces DTSS's ethical values and commitment to sustainable and inclusive growth, where dignity, respect, and the protection of human rights remain non-negotiable principles.

DTSS continuously monitors its practices to uphold these commitments and encourages all partners and suppliers to adopt similar standards. Together, we strive to create a future where every child enjoys freedom, opportunity, and the right to thrive without fear of exploitation.

# Policies

## Performance evaluation

As part of its strong governance commitment, DTSS has implemented a formal and structured performance evaluation framework to assess the effectiveness of its Board of Directors, Committees, and individual members. This process reflects DTSS's alignment with global corporate governance standards, the provisions of the Companies Act, and the SEBI Listing Regulations. It underscores the organization's dedication to continuous improvement, transparency, and responsible leadership.

Under this framework, separate evaluation forms are circulated to gather objective feedback on the performance of the Board as a whole, its Committees, Executive and Non-Executive Directors, Independent Directors, and the Chairman of the Board. This approach ensures that all key governance bodies and individuals are held to high standards of accountability and are evaluated on relevant and meaningful performance criteria. The Board's performance evaluation is based on key parameters such as board composition, structure, frequency and quality of meetings, access to information, and the effectiveness of its decision-making processes. This evaluation helps in identifying opportunities to enhance board effectiveness, promote more informed strategic oversight, and align leadership practices with long-term organizational goals.

Similarly, the performance of Board Committees is assessed based on criteria including committee composition, clarity of responsibilities, quality of discussions, and overall effectiveness in fulfilling their roles. The evaluation provides valuable insights into how well committees contribute to DTSS's broader governance and strategic objectives. Independent Directors are evaluated on their active participation, contribution to key decisions, strategic outlook, preparedness for meetings, and leadership in committee roles. These evaluations are vital for maintaining a high level of independence, objectivity,

and diversity of thought within the Board. The Chairman's performance is also reviewed in terms of leadership effectiveness, facilitation of board functions, and engagement with stakeholders.

Through this systematic and comprehensive evaluation process, DTSS not only ensures compliance with legal and regulatory obligations but also reinforces its commitment to board excellence, transparency, and ethical governance. It empowers the leadership team to continuously evolve, make informed decisions, and drive the company's sustainability and performance goals forward with integrity.

Performance evaluation

## Nomination and Remuneration

DTSS is committed to building a leadership structure that reflects professionalism, diversity, and strategic insight. In alignment with global governance practices and SIS Group standards, the company has instituted a well-defined Nomination and Remuneration Policy to guide the selection and compensation of Board members and senior executives. This policy serves as a vital tool in ensuring that the Board remains balanced, capable, and equipped with the skills needed to drive sustainable growth.

The nomination process follows a rigorous, multi-step approach involving thorough assessments, internal reviews, and group level compliance approvals. A dedicated Nomination and Remuneration Committee (NRC), constituted under applicable regulations, oversees the entire process. This committee is responsible for identifying, evaluating, and recommending suitable candidates for directorship based on predefined criteria. These include professional experience, integrity, leadership qualities, and backgrounds in diverse fields such as business, finance, law, and public administration, ensuring a well-rounded Board with varied perspectives.

To maintain an effective governance structure, the company's Board may consist of 3 to 15 directors, each serving a term typically ranging between 3 to 5 years.



The NRC plays a pivotal role in shaping Board composition to meet the evolving strategic needs of the company while promoting independence, diversity, and inclusivity. The selection process is not only transparent but also reflective of DTSS's commitment to ethical leadership and regulatory compliance.

The Remuneration Policy, publicly available on the company's website Nomination and Remuneration Policy 1.pdf (sisindia.com), outlines a fair and performance based approach to compensation. Executive directors are remunerated through a structured package that includes salary, allowances, and other benefits. For non executive directors, a sitting fee of ₹100,000 is provided for each Board or committee meeting attended, reinforcing the value of their oversight role and contributions.

A commission framework, approved by shareholders, allows non promoter, non executive directors to receive up to 1% of the company's annual net profits, subject to compliance with regulatory provisions. This system not only ensures transparency in compensation but also strengthens the alignment between Board performance and company objectives. Through this robust nomination and remuneration process, DTSS continues to uphold its commitment to governance excellence and long-term stakeholder value.

Nomination and Remuneration policy



# Supply Chain

As a leading integrated facility management company with a pan-India presence, DTSS operates within a complex and dynamic supply chain network, aligned with our diverse service offerings in cleaning, security, maintenance, and specialized solutions. The DTSS Supplier Code of Conduct represents a significant step towards embedding sustainable procurement practices within the company's value chain. The policy explicitly integrates Environmental, Social, and Governance (ESG) principles, aligning with globally recognized frameworks such as the GRI Standards, Science Based Targets initiative (SBTi), and BRSR guidelines. This provides strong evidence of DTSS's commitment to international sustainability benchmarks.

DTSS, under the Group umbrella, follows a centralized purchasing policy that not only ensures consistent quality, safety, and efficiency but also actively drives responsible sourcing, environmental stewardship, human rights protection, and ethical business practices across the supply chain, while supporting standardization, cost-efficiency, and transparency throughout procurement activities. Supplier Code of Conduct governs the end-to-end procurement lifecycle across all joint ventures, including supplier identification, evaluation, quotation processes, price negotiations, contract execution, and delivery management.

Our expectations for suppliers span three ESG dimensions:

- **Environmental Responsibility** – Adopting precautionary environmental practices, reducing resource use, preventing pollution, minimizing waste, and sourcing sustainably.
- **Social Responsibility** – Upholding universal labor rights, ensuring fair wages, providing safe working conditions, and maintaining zero tolerance toward discrimination, harassment, child labor, or forced labor.
- **Governance and Ethics** – Complying with all laws, practicing anti-corruption and anti-bribery measures, avoiding conflicts of interest, and safeguarding data privacy with full transparency.

Every supplier formally declares compliance with the CoC upon engagement. DTSS reserves the right to conduct audits, inspections, and due diligence, with corrective actions or contract termination applied where violations occur.

## A Structured, Responsible Supply Chain

Operating across a wide network, DTSS engages with over 1,000 small-scale suppliers nationwide, with 15 key strategic partners providing critical supplies such as cleaning solutions, security gear, and maintenance tools. Supplier selection is driven by a rigorous evaluation process that considers financial health, technical expertise, industry experience, and product performance. Onboarding is managed via Oracle ERP, integrating procurement, finance, HR, and supply chain functions into a single platform, ensuring data-driven decisions and operational efficiency. Our supply chain is tailored to meet the needs of diverse industries, from ensuring pristine production environments in manufacturing to upholding stringent hygiene standards in pharmaceuticals, to maintaining high-performance facilities in retail, education, residential communities, and data centers. In every sector, the integrity of our vendor partnerships directly supports the quality, safety, and sustainability of the services we deliver.



## Partnering for a Greener Future

As part of our ESG commitments, DTSS actively seeks out suppliers who recognize that strong ESG practices are essential for long-term business success. We are proud to collaborate with like-minded leaders such as Diversey, Chevron, Daikin, and Roots, driving innovation through initiatives like Smart Cleaning programs that improve operational efficiency while reducing environmental impact.

Aligned with the SIS Group's Stakeholder Engagement Policy, our approach is rooted in trust, transparency, and collaboration. We continuously engage with our partners to address shared challenges, identify opportunities, and co-create solutions that benefit both business and the planet. Through this combined focus on strict ethical standards and strategic partnerships, DTSS is building a supply chain that is not only resilient and efficient but also a powerful enabler of our sustainability goals and a contributor to a greener, more inclusive future.



SOCIAL



# DTSS Workforce

At DTSS, our employees are more than just part of the workforce they are the driving force behind the company's continued growth, operational excellence, and trusted reputation across the facility management sector. Our social responsibility is anchored in creating an environment where every individual feels empowered, respected, and supported in both their personal and professional journeys.

We believe that a strong social foundation is essential to our overall ESG strategy. That's why we are committed to not only complying with labor laws and human rights regulations but also exceeding them through thoughtful action, inclusive policies, and meaningful engagement with our people. This section outlines our key initiatives and achievements under the Social pillar for the reporting year.

"Growing Together with Our People"



At DTSS, we believe our biggest strength is our people. More than the systems we build or the services we deliver, it's our team that drives our success. That's why our foremost commitment is to attract, nurture, and retain exceptional talent across every corner of our organization.

We aim to create a workplace where everyone has the chance to learn, grow, and move forward in their careers. Whether it's a team member in a corporate office or someone delivering frontline services at a client site, we're building a culture where talent is not only recognized but also supported to evolve and thrive. We do this by encouraging strong relationships between managers and employees, supporting continuous learning, and making sure everyone has equal opportunities. No matter their role or background.

Whether someone works from our offices or at a client site, we want every employee to feel valued and supported in their journey.

In FY 2024–2025, DTSS had a total workforce of 49,876 employees. This includes a blend of 477 non-billable office-based professionals and the majority serving as billable staff deployed across client locations. These numbers speak not only to the scale of our operations but also to the vital role our people play in our day to day success. These numbers show how large and widespread our operations are, and how important each team member is to our everyday success.

We're also happy to share that we hired 3,812 new billable employees during the year a clear sign of our growing business and the continued demand for our services. This also shows our ongoing efforts to strengthen our team and prepare for the future.

At DTSS, we're not just hiring for today we're building for tomorrow. We're here to support every employee's growth, because when our people grow, DTSS grows too together, as one team.

**49,876  
EMPLOYEES**

**477  
NON-BILLABLE  
BACK OFFICE-EMPLOYEES**

**49,399  
BILLABLE  
EMPLOYEES**

# Diversity, Equity and Inclusion

At DTSS, we are committed to building a workplace where inclusion is practiced, not just promised. We believe diversity isn't just a metric it is the driving force behind innovation, resilience, and a meaningful workplace culture. Our people are at the heart of everything we do, and we are proud to share the strides we're making in creating a more inclusive workforce.

With a strong and widespread workforce of 49,876 employees across India, we represent a rich blend of backgrounds, experiences, geographies, and perspectives. Our pan India presence spans key cities such as Bengaluru, Mumbai, Chennai, Delhi NCR, and Kolkata, reinforcing our strength in attracting talent from a variety of cultural and regional contexts. This diversity fuels our ability to adapt, collaborate, and deliver excellence across industries and regions.

## Gender Diversity and Empowerment

Of our total workforce, 16,629 are women and 33,246 are men making our overall gender composition approximately 33% female and 67% male. This is more than just a statistic it reflects our commitment to empower women at every level, from frontline operations to executive leadership. We recognize the unique perspectives and strengths women bring to the workplace and are continuously working toward improving their representation, especially in traditionally male dominated roles.

Currently, DTSS employs 476 non-billable staff, including 69 women who contribute significantly across corporate functions such as HR, finance, planning, and support services. In our senior management team, women hold 14% of leadership roles. We are committed to strengthening this representation through targeted development programs, mentorship initiatives, and internal growth opportunities.

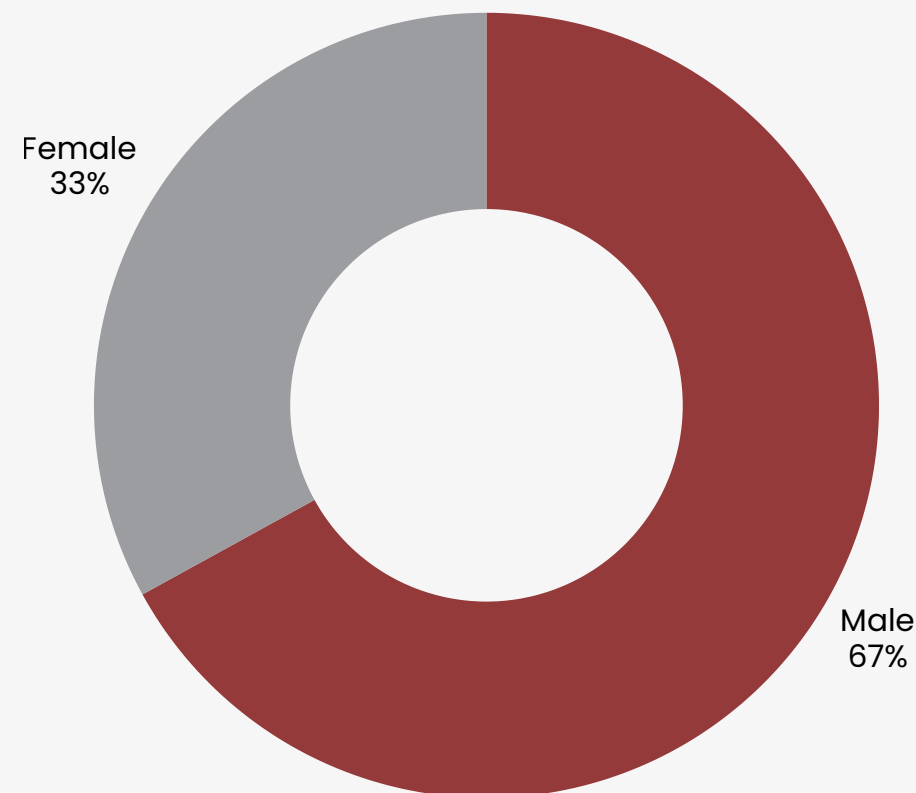
With a bold and purposeful vision, DTSS aims to increase women's participation in the workforce to 35% by 2030. Achieving this goal is not just about numbers. It's about creating opportunities, challenging stereotypes, fostering inclusive leadership, and building systems that support women to thrive.

16,698

Women in total Workforce

33,653

Men in total Workforce





# Diversity, Equity and Inclusion

## Inclusion of Persons with Disabilities

We are also committed to expanding opportunities for individuals with disabilities. Currently, we employ 139 especially abled individuals in billable roles 122 men, 17 women, and one transgender employee. While we take pride in these steps, we acknowledge that especially abled talent remains underrepresented in non-billable functions. We are actively working to build more accessible pathways for all job roles, ensuring that no capability is overlooked.

### Our Inclusivity Framework

Our inclusivity framework is grounded in:

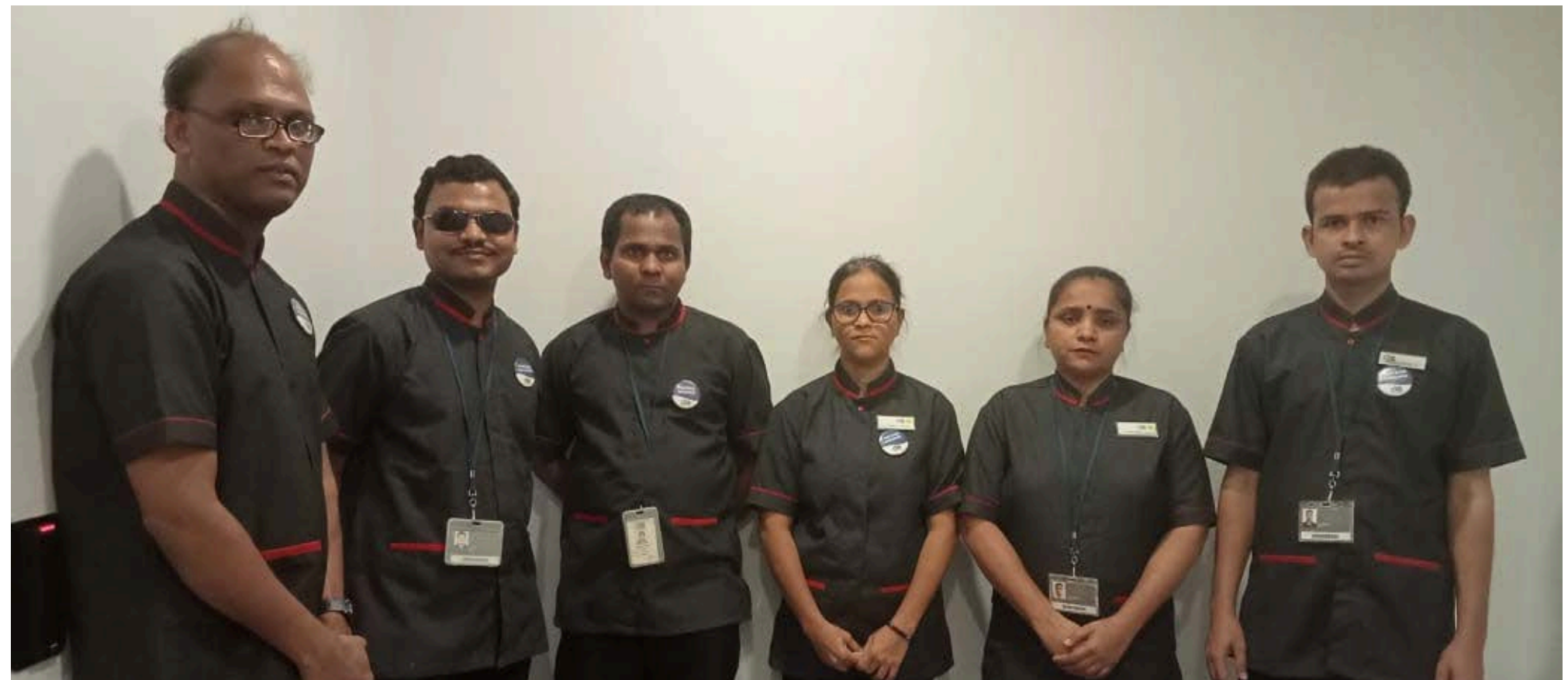
- Equality of access
- Fairness in opportunity
- Respect for individual identity

**168** Specially abled billable employees

**150** Male

**18** Female

**1** Transgender





# Empowering Women at DTSS

At DTSS, we believe that true empowerment begins when opportunities meet guidance and that belief shines through our initiative, the Mashaal Mentorship Program. Launched under the broader SIS umbrella, **Mashaal** is a one-of-a-kind mentorship initiative tailored specifically for our 16629 frontline women employees, who represent a significant portion of our workforce. This mentorship program is more than just a skill-building initiative it serves as a beacon, lighting the torch (Mashaal) of growth, inclusion, and confidence for women working in billing and site-based roles.

At its core, the program connects these women with our corporate professionals who volunteer as mentors, each dedicating time every quarter to guide 10–15 women. The mentorship focuses on building foundational skills such as effective communication, basic digital literacy, professional behavior, and workplace readiness. But more importantly, it builds bridges between departments, experiences, and aspirations.

Initiatives like Arise and Udaan complement this effort, reinforcing a culture where career development and personal dignity go hand in hand. Mashaal ensures that our frontline women not only feel heard and included, but also seen as future leaders who are equipped with the tools and confidence to grow within the organization.

The impact goes both ways. While mentees gain critical exposure and support, corporate women mentors express a deep sense of fulfillment, knowing they are helping shape the futures of their colleagues. It's a cycle of growth that fuels both individual transformation and collective progress.

As part of our ESG commitment, Mashaal is a reflection of how DTSS translates gender inclusivity and equitable development into action—empowering the women who are the backbone of our operations and strengthening the cultural fabric of our workforce from the ground up.

## Shakthi's Five-Year Journey is Pioneering Gender Inclusivity with Purpose and Progress



At DTSS, we believe that true progress begins with inclusion and our flagship initiative, S Shakthi, has been at the heart of our journey toward creating a more equitable and empowering workplace for women over the past four years. Launched with the vision of enhancing gender representation across every level of our workforce, **Shakthi** is more than just a program—it's a movement. A movement that celebrates the power of diversity, the strength of lived experiences, and the rich cultural fabric that women bring to the workplace.

Rooted in our core belief that diverse perspectives drive innovation, collaboration, and resilience, Shakthi was designed to create deliberate pathways for women to grow, lead, and thrive within our organization. We understand that meaningful representation doesn't happen by chance—it requires focused, sustained efforts. And that's exactly what Shakthi has delivered.

Over the years, this initiative has helped break traditional barriers, foster inclusive thinking, and most importantly, create opportunities where women feel seen, supported, and set up for success. Through structured outreach, internal mentorship, leadership development, and recruitment initiatives, we've seen tangible progress, especially in managerial roles, where the presence and influence of women leaders have grown steadily.



While much of the numerical strength still resides in our frontline workforce, Shakthi's impact is paving the way for a more balanced leadership pipeline—a future where women are not just part of the workforce, but are shaping its direction and defining its culture.

Our journey with Shakthi is far from over. If anything, these five years have only strengthened our resolve to go further. Because every woman empowered at DTSS brings us closer to an organization that is not only more inclusive—but truly more human.



# Training and Development

In today’s fast-paced business world, continuous learning is essential. At DTSS, we place strong emphasis on helping our people grow personally and professionally through structured and well monitored training programs.

During the reporting year, xx employees participated in training sessions focused on health and safety, environmental awareness, technical skills, and behavioral development. Each program is designed to meet both individual roles and the broader needs of the organization, ensuring our people have the knowledge and tools they need to thrive.

We closely track training participation and outcomes through internal systems to measure impact and identify areas for improvement. In addition to general training, we offer leadership development programs for high potential employees, helping them prepare for the next stage of their careers within DTSS.

From the moment someone joins our team, we support their growth. Every new employee goes through a two-day induction program, which covers HR policies, workplace ethics, and role specific orientation. This ensures that each person starts their journey with clear guidance and a strong foundation.

Learning at DTSS is for everyone regardless of gender, role, or experience. We believe in equal access to growth opportunities and are proud to have invested ₹ 1,31,000 in training and development. Because when our people grow, so does our impact.

To make training more accessible especially for our field teams we introduced "MTrainer", a mobile based virtual learning platform. It allows employees to access certified training modules anytime, anywhere, even from remote locations. With MTrainer, every worksite becomes a space for learning, helping our teams stay updated and build essential skills in real time.

We also conduct regular performance and career development reviews for all employees, ensuring everyone receives meaningful feedback and guidance to support their goals. At DTSS, we’re not just building a workforce we’re building a future ready team. By combining strong systems, inclusive opportunities, and innovative tools, we’re creating an environment where every employee has the chance to grow, lead, and succeed.

**2.74** Training Hour per Employee in FY 2025\*

	Total Training Hours	No of Employees
On Job Training	13,80,957	44,700
POSH	88,779	44,700
Onsite Training	14,69,736	44,700
Functional Induction	1,380	115
Professional Skill Development	1,128	171
AI Workshops	670	135
Leap Training	400	8
SIS CORE	116	58
7 FM Refresher Training	46	23
ESG Certification Training	448	14
UAN Generation	2,000	250
Personal Finance Sessions	2,400	150
Executive Training	8,558	
Total	14,78,324	47,700

*\*Restatement – Correction from last year’s report: The average training hours were previously reported as 4.7 hours/employee; the correct figure is 2.5 hours/employee .*





# Training and Development

## LinkedIn Training

As part of our commitment to employee growth and well-being, we conducted a LinkedIn Learning training and development session for DTSS employees. The program covered a range of in-demand topics, including Integrating Generative AI into Business Strategy, Problem-Solving Techniques, Generative AI for Business Leaders, Artificial Intelligence and Business Strategy, and Decision-Making Strategies. These sessions aimed to enhance employees' professional skills, foster innovation, and empower them to contribute more effectively to organizational goals.

### LinkedIn Usage –

1st April 2024 to 31st March 2025

Entity	Activated	Not Activated	Total
DTSS	83	23	106

### Engagement highlights

Hours viewed	People logged in	People viewed content	Avg hour per user
601	80	64	9h 23m

### Learning content highlights

LinkedIn Learning course views	LinkedIn Learning course completions	LinkedIn Learning video views	LinkedIn Learning video completions
1425	568	11,575	10,333

## L & D Highlights

<div>●</div> <b>Chemical Safety Usage Dilution MSDS</b>	<div>●</div> <b>Tools &amp; Tackles Usage and Colour Coding</b>
<div>●</div> <b>Grooming and Personal Hygine</b>	<div>●</div> <b>Machinery Pre &amp; Post usage procedure</b>
<div>●</div> <b>Glass Cleaning Procedure</b>	<div>●</div> <b>Restroom Cleaning Procedure</b>
<div>●</div> <b>POSH awareness/ Employee benefits (ESI/PF/SEWA)</b>	<div>●</div> <b>Do's &amp; Don'ts at Site / Basic Ethics</b>





# Digitization thru Apps

At DTSS, we understand that the first steps in an employee's journey shape their experience, confidence, and sense of belonging. That's why we've reimagined the onboarding process with a smarter, faster, and more reliable approach with the Onboarding 2.0 app.

The organization has transitioned from traditional, manual onboarding methods to a streamlined, technology-enabled onboarding system. This new approach effectively addresses common challenges such as UAN Aadhaar mismatches, bank account verification errors, and ESIC number validation issues. By integrating automated validation processes, DTSS has significantly reduced manual errors and delays, resulting in a more accurate, efficient, and compliant onboarding experience for new employees.

**A Seamless Welcome, Powered by Automation**  
With the help of advanced validation algorithms, Onboarding 2.0 ensures data accuracy from day one. Aadhaar and UAN records are matched instantly, bank accounts verified effortlessly, and ESIC numbers validated automatically, removing the burden of manual intervention and ensuring that every new team member receives the benefits they deserve on time. Now, with over 100 trained field officers and supervisors across DTSS managing this system, onboarding has become rapid, compliant, and stress free.

Here's how Onboarding 2.0 is transforming the employee experience:

- Automated employment documents reduce delays
- Employee codes are generated only after validations, improving accuracy
- PF & ESIC compliance is assured for seamless remittances
- Offer letters and appointment letters are delivered instantly in regional languages
- Digital ID cards are made available through the Mitra app—a welcome kit in your pocket
- Admins can easily review and re-initiate pending cases, saving time and effort

## Zing for Non-Billable Teams: A Smart HR Companion

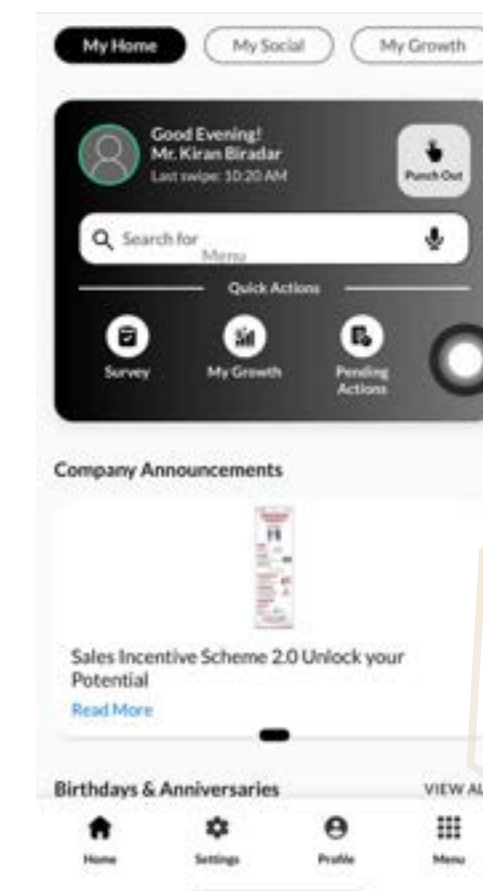
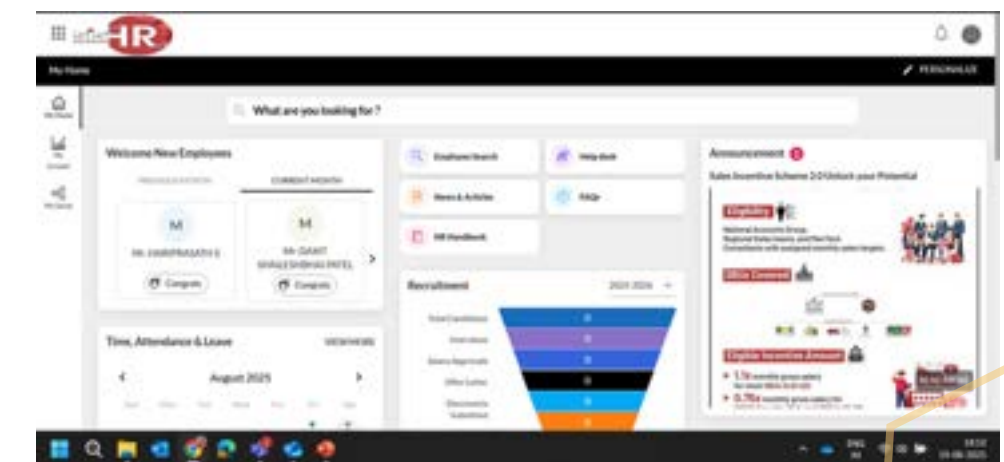
For our non-billable staff, DTSS has implemented the Zing application, a smart HR tool that simplifies daily work life. From attendance tracking to leave regularization, from accessing important company notices to managing HR queries Zing puts everything in one place, at your fingertips.

This system isn't just efficient .it's sustainable. By adopting platforms like Mitra and Zing across hiring, payroll, and employee data management, we've drastically reduced the need for paper, lowered energy use, and cut down on transportation and storage costs tied to physical records. It's a digital leap that aligns with our environmental goals minimizing our carbon footprint while maximizing productivity.



## Empowering People, Sustaining Progress

Together, Onboarding 2.0, Mitra, and Zing reflect DTSS's larger vision: to build a workplace that is inclusive, efficient, and future ready where technology supports human potential, and every employee starts their journey with clarity, confidence, and care.

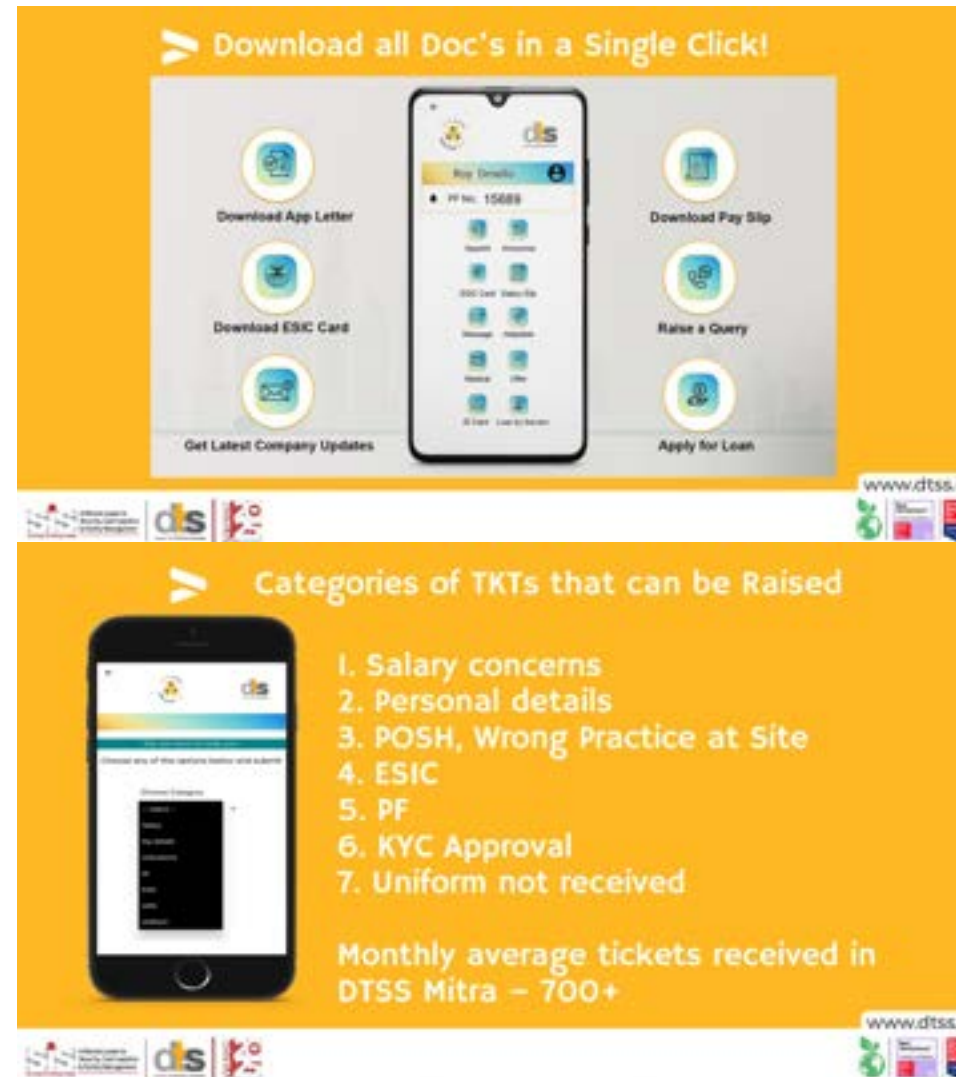
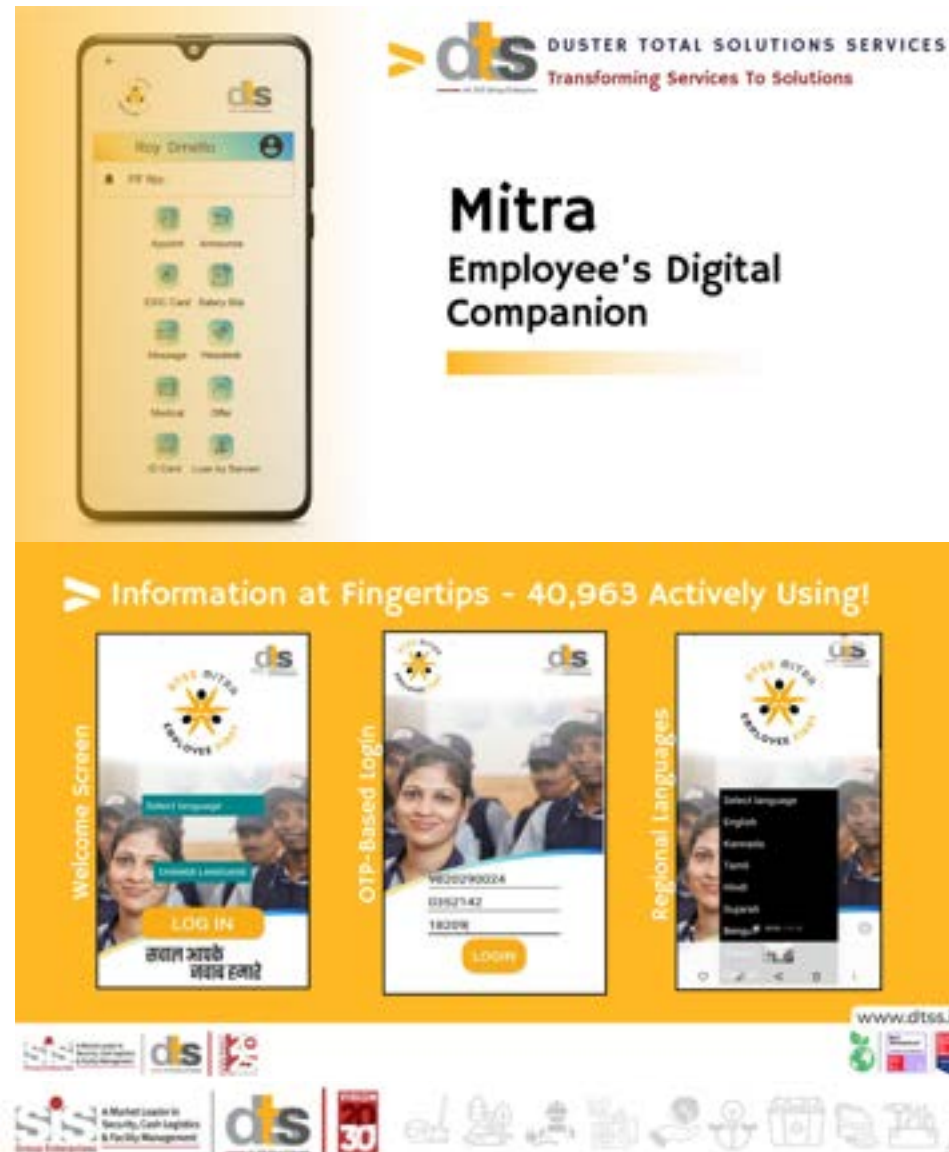




# MITRA App

**MITRA: A Digital Companion** for DTSS's Frontline Heroes In a company as large and people centric as DTSS, where more than 49,000 employees power operations across India, staying connected, informed, and supported isn't a luxury it's a necessity. Enter MITRA more than just an app, it's a trusted digital companion created for the workforce, by the workforce.

Launched to address long standing challenges faced by our last mile employees, MITRA was born out of real conversations and real needs. For too long, our team members had to depend on their supervisors to access essential information whether it was a salary slip, appointment letter, or even help with an ESIC card. These delays not only created frustration but also left many employees feeling powerless and unheard.



## Turning Problems into Empowerment

MITRA transformed this experience. It placed power back where it belongs in the hands of our people. With just a few taps, employees now have instant access to all their critical documents, including:

- Appointment Letters
- Salary Slips
- ESIC Cards

And the benefits don't stop there. The app also provides:

- Induction videos, messages, and updates from the company
- Training content to support learning on the go
- A ticketing system for grievances and support

From resolving salary concerns to raising issues under POSH (Prevention of Sexual Harassment) or requesting missing uniforms MITRA allows employees to raise tickets easily, track progress, and receive timely SMS updates acknowledging both receipt and resolution. With 700+ tickets processed monthly, the feedback has been overwhelmingly positive. Employees especially value the clarity, transparency, and independence it brings.

## What has MITRA changed?

- One-click document access anytime, anywhere
- Empowered voices through a simplified grievance redressal process
- Women's safety strengthened, with POSH features doubling as a safety alert
- Digital learning and induction videos, embedded directly within the app
- Instant broadcast of company announcements to over 40,000+ employees
- Emergency access to ESIC and medical cards when it matters most

Today, over 40,963 employees actively use MITRA, and around 80% download their salary slips every month. The adoption rate is proof that when solutions are designed with empathy and simplicity, they work.

MITRA: More than an app A Culture of Care True to DTSS's values of Professionalism, Team Spirit, Integrity, Accountability, and Customer Focus, MITRA is a living example of how digital innovation can uplift human experience. It's not just about solving problems—it's about creating a culture of trust, inclusion, and dignity.

Because when every employee feels informed, respected, and empowered—that's when we truly thrive as One DTSS.



# OHS Management System

DTSS views **ISO 45001:2018** certification as more than regulatory compliance, it is a cornerstone of our sustainability strategy. By embedding occupational health and safety into our ESG framework, we safeguard employee well-being, foster a culture of trust, and build operational resilience. This commitment aligns with the UN SDGs (Goal 3: Good Health & Well-being, Goal 8: Decent Work & Economic Growth), ensures responsible labor practices across our supply chain, and strengthens our ability to deliver sustainable services to clients. Through continuous monitoring, training, and employee engagement, OHS becomes not only a compliance requirement but a driver of sustainable growth and long-term business value.

DTSS invests in advanced safety systems, audits, and preventive measures to minimize workplace incidents and strengthen its culture of safety and resilience.

DTSS aligns with ISO 45001 –

- Ensures safe and healthy working conditions for all employees.
- Prohibits unsafe practices, directly supporting workers' rights to a safe workplace (ILO Conventions).
- Promotes employee participation and consultation in health & safety matters.

Health and safety are integral to our mission of enhancing the quality of life and ensuring the well-being of everyone associated with Dusters Total Solutions Services Pvt. Ltd. (DTSS). We are committed to fostering a culture of safety excellence that transcends compliance and becomes an inherent part of our daily operations. By integrating health and safety principles into every facet of our business, we proactively work to identify, assess, and mitigate potential risks to people, property, and the environment.

Our field operations are governed by stringent health and safety protocols, designed to meet and exceed statutory and client-specific requirements. Comprehensive risk assessments are conducted for all Category A sites to ensure compliance with applicable occupational health and safety standards. Each site maintains detailed safety plans and conducts periodic safety audits to reinforce operational discipline. We emphasize continual safety training, the consistent use of personal protective equipment (PPE), and the maintenance of secure, well-equipped workplaces to minimize hazards and promote awareness.



This structured and proactive approach underscores DTSS's unwavering dedication to the well-being of its workforce. At DTSS, we firmly believe that a safe and healthy workplace is not only a fundamental human right but also a cornerstone of our organizational excellence, productivity, and long-term sustainability. By prioritizing safety in every decision and action, we continue to build a culture where every employee feels valued, protected, and empowered to contribute their best.

0

LTIFR

11

Near Miss Incidents

6

First Aid/Medical Treatment Incidents





# Non-Compensation Benefits

At DTSS, we understand that true employee support goes beyond just salaries it's about peace of mind, security, and care for the entire family. That's why we've built a strong framework of non-compensation benefits that put our people and their well-being at the center of everything we do.

Our comprehensive medical benefits program is designed to support the health needs of our back office staff and their families. Coverage includes not just the employees, but also their spouses and children, ensuring their loved ones are protected too. We also offer the flexibility to enroll parents at a specially negotiated rate, with the option to increase coverage through top-up insurance plans because we believe care should extend across generations.

To promote preventive health and overall wellness, SIS Group Enterprises, our parent company, has partnered with Practo to launch an extensive Corporate Wellness Program. This initiative offers free consultations for employees and up to six family members making quality healthcare advice accessible across India. Whether it's for a routine check-up or expert guidance, help is just a click away. We also provide Group Term Life Insurance (GTLI) with a base coverage of ₹5 lakhs, fully sponsored by the company. For those who wish to extend their safety net further, we offer the option to increase the coverage amount at affordable rates, reinforcing our promise of financial security and peace of mind. When it comes to our billable workforce the frontline heroes delivering services at client locations health protection remains a top priority. Most of our billable employees are enrolled under the ESIC scheme, while those not covered by ESIC are protected under a Group Medical Policy, funded by our clients. This ensures that every DTSS employee, regardless of their role, has access to essential health and life insurance support. Because at DTSS, we believe that a healthy team is a happy team and when our people feel safe, supported, and cared for, they can bring their best selves to work each day.



**GROUP TERM LIFE INSURANCE POLICY (2024)**  
Effective from 28<sup>th</sup> May 2024

**"PROTECT YOUR LOVED ONES WITH NEW GROUP TERM LIFE INSURANCE"**



**ENROL YOURSELF TODAY**

Complete the attached Nomination form and submit it with KYC documents to your HR Manager

**FEATURES OF NEW GROUP TERM LIFE INSURANCE POLICY**

- Affordable Premium**
- Substantial Sum Assured**
- Faster Claim Processing**
- No Medical Tests Required**
- Advanced Age Employee Covered**

Refer Office Order and contact your HR Representative for more details

## SIS CARES

### ANNUAL HEALTH CHECK UP 2024

**YOUR HEALTH, YOUR WELL BEING**

Download MediBuddy App for Health Risk Assessment (HRA) and Annual Health Check up

Download the MediBuddy app in a few simple steps:

- Search for 'MediBuddy' on the Google Playstore (Android) or Apple Store (IOS)
- Download the app
- Select I have a Corporate Account
- Login with mobile number and OTP
- Verify corporate account with official email ID and OTP
- Search 'Exclusive Benefits for you' on the homepage
- Select 'Health Risk Assessment'

Scan QR to download the app

Download a healthier version of you

For any queries pls contact your HR representative.

Kindly refresh the application if you are unable to see HRA.



# SEWA

At DTSS, we've always believed that true strength lies in unity. When we look out for one another, we rise together. With this belief at the heart of our values, we proudly established "DTSS SEWA", a non-profit charitable Trust that officially began its journey on April 1st, 2019. More than just an initiative, SEWA is a living symbol of solidarity, compassion, and shared responsibility, reflecting DTSS's enduring commitment to the well-being of its people. Registered under relevant legal provisions, SEWA Trust is built by the people, for the people. Every DTSS employee automatically becomes a member of the Trust with no applications, no barriers, just a shared pledge to stand beside one another during life's most uncertain moments. A modest monthly contribution, deducted from employees' salaries, powers this collective safety net, ensuring protection without financial strain and strengthening the spirit of unity across the organization.

What makes SEWA truly special is its people-first approach, an embodiment of care, empathy, and togetherness that transcends financial assistance. The Trust offers vital support in times of need, covering:

- Death coverage to ease the burden on grieving families and provide stability when it is needed most.
- Permanent total or partial disability support offering financial relief and reassurance when life takes an unexpected turn.
- Temporary disability benefits ensuring that employees can focus on recovery with dignity, peace of mind, and continued hope.

Through SEWA, we have created much more than a fund. We've built a circle of care and compassion. Every contribution is a promise to uplift a fellow team member, and every act of giving is a reaffirmation of our shared humanity. SEWA embodies the collective heart of DTSS, reminding us that our greatest strength lies not only in what we achieve together, but in how we care for one another along the way.



## 36

No. of families been helped

## 7.300

Total amount (Million INR) of Cheque SEWA dispersed





# Recognition and Reward Program for Employee

At DTSS, we believe that recognition is one of the most powerful motivators. It transforms everyday work into a source of pride and purpose. Our Recognition and Rewards (RNR) Advisory Committee, chaired by the EXCOM team, ensures that every act of excellence, no matter how big or small, is acknowledged with sincerity and celebrated with impact. Senior leadership's direct involvement reflects our conviction that employee appreciation is a strategic priority, not just a human resources function.

Comprising eight committed members, the Committee works tirelessly to design, oversee, and implement recognition initiatives that inspire performance and build a sense of belonging. These efforts extend across our workforce of thousands, from client-facing teams to back-office teams, ensuring that appreciation is felt in every corner of the organization.

A standout initiative is our Calendarized Clients & Employees Connect program, which are scheduled and purposeful interactions that bring employees and clients together. These sessions go beyond operational updates as they are opportunities to celebrate achievements, strengthen relationships, and listen to the voices of our people. By fostering direct engagement, we build trust, boost morale, and ensure our teams feel valued and supported in their roles.

From Client Connect/Pulse and Employee Connect/Pulse/Grievance Redressal sessions to Town Halls, theme-based activities, and Rewards & Recognition ceremonies, the calendar is rich with opportunities to appreciate contributions and nurture team spirit. Awards take many forms, certificates, trophies, thoughtful gifts, and monetary rewards all tailored to honor different roles and levels of achievement. Recognition at DTSS is inclusive. Back-office teams are honored monthly through Star of the Month and Attendance Champion awards, while H1 Awards in Bangalore bring together senior staff to celebrate six months of exceptional performance with both financial rewards and symbolic accolades.

Our recognition culture is underpinned by a robust, data-driven feedback system. Monthly sector-specific surveys, led by Area Relationship Managers (ARMs) and Regional Managers (RMs), capture real-time performance insights. Each Strategic Business Unit (SBU) is assigned sites for monthly feedback, with results tracked and weighted to reflect consistent contribution. This transparent process ensures that recognition remains earned, timely, and meaningful, creating a continuous cycle of motivation and excellence.

For us, the goal is more than just rewarding performance, but it's about creating a workplace where people feel seen, respected, and motivated to reach higher. By consistently engaging with our teams, honoring their dedication, and celebrating their wins, we are cultivating a culture where recognition fuels ambition, and ambition drives lasting success of these programs is to ensure consistent engagement, recognition, and development opportunities, contributing to a culture of motivation, performance, and alignment with organizational goals.





# Valued Customers

At DTSS, we believe that long-term sustainability is built not only through environmental and social responsibility but also through consistently delivering service excellence. Listening to our customers, acting on their insights, and continually improving our performance are central to that mission.

To achieve this, we have established a resilient and structured **Customer Satisfaction (CSAT)** feedback mechanism that is integrated into our facility management operations. This system enhances our operational excellence, strengthens client relationships, and ensures our services remain aligned with both customer expectations and our ESG commitments.

## Sector-Specific and Tailored

Every client site is mapped into relevant sectors—IT/ITES, Pharmaceuticals, Healthcare, Manufacturing, Hospitality, Retail, and Education with feedback questions designed to match the specific needs and compliance requirements of each industry. This targeted approach ensures the feedback we collect is relevant, actionable, and directly tied to sector-specific service standards.

## Structured, Accountable, and Transparent

Feedback is collected by trained personnel ranging from Assistant Relationship Managers (ARMs) to Relationship Managers (RMs), with secure system access for RMs, SBU Heads, Operations Managers (OMs), Assistant Operations Managers (AOMs), and ARMs. Each Strategic Business Unit (SBU) is assigned a defined set of sites every month, with feedback strictly tied to that month’s allocation missed surveys are recorded as incomplete and cannot be carried forward. This ensures consistency, timeliness, and accountability in data collection.

## Data-Driven Performance and Rapid Response

The system calculates a weighted average monthly score for each ARM, offering a clear view of performance over time. Automated notifications alert teams to pending surveys, while low CSAT scores trigger immediate escalation to the Quality Assurance team, enabling quick corrective action. Intuitive dashboards track completed and pending surveys, giving leadership real-time insights into performance trends.

Driving Sustainability Through Feedback

- Operational Efficiency: Rapid identification of service gaps reduces resource wastage and optimizes manpower allocation.
- Stakeholder Engagement: Frequent and meaningful client interactions foster trust and strengthen long-term partnerships.
- Employee Development: Transparent performance tracking promotes accountability, recognition, and continuous learning.
- Governance Excellence: Structured, factual reporting aligns with our ESG governance framework, ensuring data integrity and informed decision making.

At DTSS, we see every customer insight as a valuable opportunity to improve and innovate. Our CSAT system ensures that these insights are captured methodically, acted upon promptly, and translated into lasting improvements helping us deliver on our promise of service excellence with sustainability at its core.

3.6

Client Satisfaction score out of 4

## Sector we serve



Data Centers



Hospitality



Healthcare



Commercial Spaces



Manufacturing



IT/ITES



Pharmaceutical



Retail



Warehouses



Educational

# Our Community Engagement through CSR

We believe true sustainability goes beyond environmental stewardship; it is about building an inclusive society where everyone has the opportunity to thrive. Through our CSR initiatives, we create platforms that empower individuals with intellectual and physical challenges to become self-reliant, confident, and valued members of the workforce.

## Sahaas – Unlocking potential through training and opportunity

Adults with intellectual challenges possess extraordinary potential when given the right guidance and training. Through Sahaas, we provide structured, systematic skill development—covering personal grooming, hygiene, household and financial management, social skills, occupational guidance, and employability training. In partnership with Diya Foundation, under the Value 500 initiative, DTSS leverages its presence across large corporate offices, industries, hotels, hospitals, and manufacturing units to offer real-world platforms for training and deploying people with disabilities.

### Deaf-Blind Empowerment Project: From Training to Employment

#### Phase 1 – Training

In collaboration with Enable India, we conducted Work Skills Training workshops for candidates with varying degrees of hearing and vision impairments. The training included:

- Mobility skills, Braille reading, and use of assistive technology such as virtual magnifier apps
- Employability coaching tailored to build confidence and workplace readiness
- Real-world work simulations at both Enable India and DTSS offices
- All sessions were facilitated by hearing and deaf interpreters, ensuring every participant could learn effectively.

#### Phase 2 – Internship at DTSS

As part of our inclusive employment pathway, candidates undertook internships funded by Enable India until they achieved 80% job readiness. To ensure smooth integration:

- Orientation and peer sensitization programs were conducted for DTSS teammates and supervisors
- Candidates performed diverse duties including mopping, cafeteria upkeep, and equipment cleaning
- A dedicated Project Manager tracked progress and guided candidates daily

#### Phase 3 – Employment at DTSS

Successful interns were onboarded as permanent employees, with DTSS making thoughtful accommodations

- Assigning morning shifts to facilitate safe travel before sundown

- Training supervisors and teammates in basic sign language and natural gestures for better communication
- Embedding inclusive practices into daily operations to ensure dignity, respect, and efficiency in the workplace

#### Our Pledge for the Future

At the recent Arogya Wellness Event in Bengaluru, DTSS proudly pledged to educate and employ 100 specially abled individuals as part of our Diversity & Inclusion program. This is more than a target—it's a commitment to transforming lives, breaking barriers, and proving that ability, not disability, defines a person's potential. Through initiatives like Sahaas and the Deaf-Blind Empowerment Project, DTSS continues to live its ESG values, building a workforce that mirrors the diversity of society, strengthening communities, and creating meaningful, lasting impact.





# Our Community Engagement through CSR



## Awasar: Creating Pathways to a Brighter Future

At DTSS, we believe that true success is measured not just by business growth, but by the opportunities we create for people to flourish especially those who are the backbone of our services. Guided by the values of our parent company, SIS Group, we are deeply committed to empowering our employees and their families through initiatives that have a lasting social impact.

One such initiative is Awasar a program built on the belief that every child deserves a chance to dream big and achieve more. Awasar is dedicated to supporting the children of our frontline employees by giving them access to world-class education, modern infrastructure, and the right guidance to pursue their ambitions.

In a landmark step, our Group Chairman, Mr. R. K. Sinha, introduced a scholarship program under the Awasar Trust for children aspiring to build a career in engineering. This initiative has already changed lives—seven students from two batches have secured admissions to prestigious institutions such as IITs, NITs, and IIITs.

The Awasar Trust ensures holistic support by providing:

- Free hostel facilities in a safe and nurturing environment
- Nutritious meals to promote physical well-being
- Books and stationery to aid academic excellence
- Schooling at The Indian Public School, Dehradun for quality education
- Free coaching from top educators to prepare for competitive entrance exams

This year, our pride reached new heights when some of our graduating students had the honour of meeting the President of India, a moment that reflects the potential and promise that Awasar nurtures.

**Our commitment to education extends beyond this flagship program, like:**

- Promoting primary, secondary, and higher education for children
- Establishing and supporting schools, colleges, and residential training institutions with 100% sponsorship for bright, underprivileged students
- Advancing girls' education at all levels and enabling women through self-employment training
- For us, education is not charity but an investment in a sustainable future. Through Awasar and other CSR initiatives, we aim to create opportunities that break cycles of disadvantage, open doors to achievement, and inspire the next generation of leaders, innovators, and changemakers.

## IISSM

We believe that building a sustainable future goes hand in hand with creating a safe and secure present. One of our proudest CSR contributions is through the International Institute of Security and Safety Management (IISSM), a globally respected body established in 1991 by our Founder, Dr. R.K. Sinha. For over three decades, IISSM has been a knowledge powerhouse and collaborative platform dedicated to promoting best practices in security, safety, loss prevention, and disaster resilience.

This commitment was on full display at the 34th IISSM Annual Global Conclave, themed "Total Loss Prevention – Risk to Resilience". The event was more than a conference—it was a catalyst for action, bringing together industry leaders, policymakers, academicians, and global experts to tackle some of the most pressing challenges of our time: climate change, disaster management, cybersecurity, and inclusive resilience.

# Our Community Engagement through CSR

Over two days, the conclave became a hub of dialogue and innovation. Sessions explored cutting-edge solutions, AI-powered surveillance, GIS mapping for disaster planning, predictive analytics for risk management, and reinforced the idea that public private partnerships are essential for building resilient communities. The discussions went beyond technology, addressing social equity, climate adaptation, and skills for green jobs, all key to aligning safety and sustainability.

From manufacturing and infrastructure to education and healthcare, the sessions showcased how robust safety frameworks directly support sustainable economic growth, environmental stewardship, and community well-being.

## Key themes included:

Empowerment of Vulnerable Groups Integrating gender sensitive planning, self-defense training, and inclusive disaster response to protect women, children, and persons with disabilities. Workforce Development Preparing people for the future of work with skills in cybersecurity, green technologies, and disaster preparedness.

School Safety – Building a culture of protection for children through digital safety programs and psychological first-aid training for educators. These initiatives align directly with the Social pillar of our ESG commitments, ensuring that safety and resilience are inclusive, equitable, and future-ready.

Innovation for Resilience – The conclave also highlighted how technology can transform safety and sustainability from drones monitoring disaster zones to AI-driven threat detection systems that anticipate risks before they escalate. Partners like IDEAFORGE, Motorola Solutions, and Prakhar showcased solutions that prove innovation is not just about efficiency—it's about saving lives and protecting livelihoods.



## Recognizing Excellence

- To celebrate outstanding contributions to safety and resilience, the conclave honored individuals and organizations with awards such as:
  - Nirbhaya Raksha Award: For advancing women's safety initiatives.
  - Saksham Samudaya Award: For fostering community resilience.
  - Surakshet Gurukul Award: For promoting school safety.
- These awards recognized the remarkable efforts of those working tirelessly to create a safer and more resilient society, inspiring others to follow their lead.

## From Conclave to Commitment

- The event closed with actionable recommendations—strengthening partnerships, embedding risk-informed planning into infrastructure, expanding localized training, and investing in climate-resilient systems. These align seamlessly with DTSS's ESG vision: to create safer workplaces, stronger communities, and a more resilient planet.
- By supporting IISSM, DTSS invests in a future where safety, sustainability, and security work together to build resilient communities, empower businesses, and protect the planet for generations ahead.

## Neonatal Care

At DTSS, an SIS Group Enterprise, we believe that true corporate responsibility begins with safeguarding the most vulnerable lives. In line with this belief, we have taken a meaningful step toward supporting neonatal care, recognizing its vital role in giving newborns a healthy start in life.

Our ongoing discussions within the SIS Group focus on identifying impactful ways to enhance neonatal healthcare—whether through access to advanced medical equipment, improved care facilities, or community health programs. The goal is clear: to make a tangible, lasting difference in this critical area of public health.

By directing our attention to neonatal well-being, we reaffirm our commitment to building healthier futures from day one—because every child deserves the best start, and every life we help protect today shapes a brighter tomorrow.

Links–

<https://www.uniindia.com/~nfi-drives-neonatal-care-awareness-through-football/Sports/news/3325646.html>  
<https://www.linkedin.com/feed/update/urn:li:activity:7264539691352223747> .



# Our Community Engagement through CSR

## Neonatal care

### Making a **Positive** Impact Beyond **Business**



#### 'Goal For Good Cup' organized by SUFC & NFI to mark 'World Prematurity Day'



##### CH News

In honour of World Prematurity Day, the Neonates Foundation of India (NFI), a non-profit organization dedicated to providing financial assistance and access to quality neonatal care to underprivileged families, has joined hands with South United Football Club (SUFC) to host a football tournament.

The tournament titled 'Goal for Good Cup' witnessed 78 children aged under 7 and under 9 who participated to support the cause of newborn care. Through this tournament, NFI and SUFC aim to raise awareness and funds for quality neonatal care for premature and critically ill newborns from low-income households.

DTSS, Manipal Hospitals, Tata Souffull and Peak Performance supported the tournament.

Suma Jairam, Spokesperson from Neonates Foundation of India said, "At Neonates Foundation of India, we are deeply committed to making neonatal care accessible to families from the low-income section."

World Prematurity Day is a powerful reminder of the challenges premature infants face, and this collaboration with South United Football Club is a heartfelt initiative to bring our community together for these newborns.

We are incredibly thankful to our brand partners, and parents of the participants, for their support."

Supported **NFI's** unique initiative to  
raise awareness about **Neonatal Care**

[www.dtss.in](http://www.dtss.in)



[www.dtss.in](http://www.dtss.in)





# ENVIRONMENTAL



# Our Commitment

At DTSS, we are committed to playing our part in addressing climate change through clear, science-aligned action. We have aligned our greenhouse gas (GHG) emissions reduction strategy with the Science Based Targets initiative (SBTi), a globally recognized framework that ensures our climate goals are consistent with the latest scientific understanding and the objectives of the Paris Agreement. This alignment strengthens our credibility and guides our decisions toward outcomes that make a measurable difference.

Our approach to emissions reduction is integrated across the organization. Teams from different departments are actively identifying opportunities to reduce energy use, improve resource efficiency, and adopt low-carbon technologies. This collective effort allows us to embed sustainability into everyday operations and decision making processes, ensuring that environmental performance is not an isolated initiative but a core business priority.

In addition to our internal efforts, we are extending our focus to our wider value chain. We recognize that a significant portion of our environmental impact lies beyond our direct operations. That's why we are engaging with suppliers, partners, and service providers to promote responsible practices, share knowledge, and encourage emissions reductions throughout our supply chain. This collaborative mindset is essential to achieving broader climate goals and ensuring accountability at every stage.

Transparency and accountability are central to our climate action strategy. We are continuously improving how we track, measure, and report our environmental performance. By disclosing our progress and challenges in a clear and consistent manner, we aim to build trust with stakeholders and drive continuous improvement.

Through this structured and inclusive approach, we are working toward a more sustainable and resilient future not just for DTSS, but for the people and communities we serve. We understand that climate action is not a one-time effort but an ongoing responsibility, and we are committed to staying the course.

In 2024, DTSS committed to the Science Based Targets initiative (SBTi), using FY 2024 as the baseline to guide our emissions reduction strategy in line with climate science. Our near term goals include cutting absolute Scope 3 emissions by 30% and achieving 100% renewable electricity across offices by 2030, alongside initiatives in climate education and low carbon procurement. To benchmark and enhance our ESG performance, we are also leveraging the EcoVadis sustainability rating platform, where we earned "Fast Mover" recognition for our swift progress and strong commitment to responsible business practices.



**Manoj Kapil**  
VP - Strategic Solutions  
DTSS

*At DTSS, we recognize that environmental, social, and governance (ESG) considerations are central to building a resilient, responsible, and future ready organization. Over the past year, we have taken meaningful steps to integrate ESG principles into our operations, decision-making, and culture. From strengthening environmental performance and enhancing employee well-being to reinforcing ethical governance practices, our efforts are guided by a commitment to long-term value creation for all stakeholders. We continue to align our strategy with leading global standards and frameworks, while actively engaging with stakeholders to understand their evolving expectations.*





# Environmental Policy

Dusters Total Solutions Services Pvt. Ltd. (DTSS) is committed to protecting the environment and embedding sustainability into all areas of our facility management services. We work proactively to reduce our environmental impact by preventing pollution, conserving natural resources, and promoting environmentally responsible practices at every location where we operate.

Our Environmental Policy is aligned with the ISO 14001:2015 standard and ensures full compliance with all relevant environmental laws and regulations. We regularly review and update our practices to remain effective, transparent, and aligned with stakeholder expectations.

We aim to improve the efficiency of how we use energy, water, and materials while encouraging the adoption of sustainable technologies and products. Our efforts include supporting recycling, minimizing waste, and reducing greenhouse gas emissions through better energy management and sustainable service delivery.

Our people play a key role in achieving our environmental objectives. We provide regular training and awareness programs to help employees understand their responsibilities and contribute meaningfully to our sustainability goals. Environmental protection is treated as a shared responsibility across the organization. To manage our environmental footprint, we follow clear and documented procedures for resource use, waste management, and emergency preparedness. We apply a lifecycle perspective to our service planning and operations to reduce negative impacts at each stage of delivery.

DTSS is committed to ongoing improvement in environmental performance. We seek feedback, encourage innovation, and align our efforts with broader national and global sustainability priorities. This policy is communicated throughout the company, shared with interested parties, and reviewed annually to ensure its continued relevance and effectiveness.

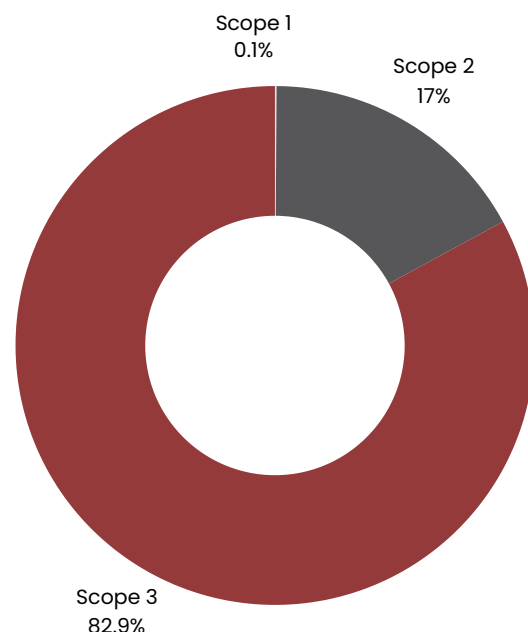


# Climate Change

As part of our commitment to environmental responsibility, we are actively measuring, managing, and reducing greenhouse gas (GHG) emissions across our operations. Our approach is guided by internationally recognized frameworks, including the ISO 14064 standard for GHG quantification and reporting, and the Greenhouse Gas Protocol, which provides a robust structure for identifying and categorizing emissions across Scopes 1, 2, and 3. These standards ensure transparency, consistency, and accuracy in our emissions reporting, enabling us to set credible reduction targets and track our progress toward a low-carbon future. Through these efforts, we aim to align with national and global climate goals while supporting our clients in their own sustainability journeys.

We have comprehensively assessed and disclosed our GHG emissions for the financial year 2025, covering Scope 1 (direct), Scope 2 (indirect from energy), and selected Scope 3 (value chain) emissions in line with the GHG Protocol Corporate Standard

**2,321.8** tCO2e Emissions  
in FY 2025



Scope	Source	Emission (tCO2e)
Scope 1	Refrigerant gas emissions	2.85
Scope 2	Purchased electricity emissions	395.7
Scope 3	Employee commute emissions	252.27
	Waste-related emissions	6.705
	Transportation and Distribution emissions	1298.31
	Business travel emissions	366

## Scope 1 – Direct GHG Emissions

Scope 1 emissions encompass the direct greenhouse gas (GHG) emissions generated from sources owned or controlled by DTSS. During the reporting period (FY 2024–25), the total Scope 1 emissions were recorded at 2.85 tCO<sub>2</sub>e, primarily resulting from fugitive emissions due to the leakage of refrigerants used in HVAC systems and related equipment. These emissions reflect DTSS’s operational footprint from directly managed sources and highlight the importance of ongoing maintenance and monitoring of cooling systems to minimize refrigerant losses and associated environmental impacts.

## Scope 2 – Indirect GHG Emissions

Scope 2 emissions represent the indirect greenhouse gas (GHG) emissions generated from the consumption of purchased electricity used to operate DTSS facilities. For the reporting year FY 2024–25, total Scope 2 emissions were estimated at 395.7 tCO<sub>2</sub>e, calculated using the location-based method in line with recognized GHG accounting standards. These emissions capture the carbon footprint associated with electricity consumption across DTSS's corporate offices. This data shows the significance of energy efficiency initiatives and the potential transition plan toward renewable power to reduce indirect emissions.

## Scope 3 – Other Indirect GHG Emissions

Scope 3 emissions encompass all other indirect emissions that occur across DTSS's upstream and downstream value chain. For the reporting year, DTSS accounted for 1,923.29 tCO<sub>2</sub>e of Scope 3 emissions, calculated in alignment with the GHG Protocol Corporate Value Chain (Scope 3) Standard. The following categories were assessed and included:

- Employee Commuting: Emissions from daily travel between home and workplace
- Business Travel: Emissions from travel via flights, trains, buses, taxis, and hotel stays
- Material Transportation: Emissions from the transportation of goods and equipment used in operations
- Waste Generated in Operations: Emissions from the disposal and treatment of operational waste

These Scope 3 categories were prioritized based on materiality and data availability and will be progressively expanded in future reporting cycles.





# Energy, Waste and Water

In the financial year 2024–2025, DTSS consumed a total of 472.51 megawatt-hours (MWh) of electricity across all offices, entirely sourced from the local power grid. This consumption provides a clear benchmark for current energy needs and informs our future planning.

We track measurable impacts through energy intensity (kWh per employee) and associated carbon emissions (tCO<sub>2</sub>e per employee) for FY 2025, helping us understand our operational footprint more precisely.

472.51

MWh Consumption  
in FY 2025

## Energy Intensity

9.5

kWh/Employee for  
FY 2025

## Emission Intensity

0.05

tCO<sub>2</sub>e/employee  
FY 2025

## Purchasing Power Parity (PPP)

4.37

tCO<sub>2</sub>e/million USD

Effective waste management is a vital part of our commitment to reducing environmental impact. At DTSS, we emphasize minimizing waste at the source, improving segregation practices, and actively pursuing opportunities for recycling and resource recovery across our operations. We are currently conducting a thorough review of our waste handling procedures to gain better insights into the types and volumes of waste generated. This assessment will help us establish data-driven targets and monitor progress more effectively in the coming years.

Looking ahead, our waste management strategy will focus on three core areas:

- Reducing waste generation through efficient use of materials
- Scaling up recycling and reuse initiatives
- Collaborating with certified waste management partners to ensure safe and responsible disposal

12.2

tonnes of Municipal  
Waste FY 2025

We recognize the importance of using water responsibly, especially as water scarcity becomes an increasing global challenge. We are continuously working to monitor and manage water consumption at both our office locations and client sites. Our commitment includes reducing overall water usage by adopting more efficient practices and using equipment that consumes less water.





# Our Progress

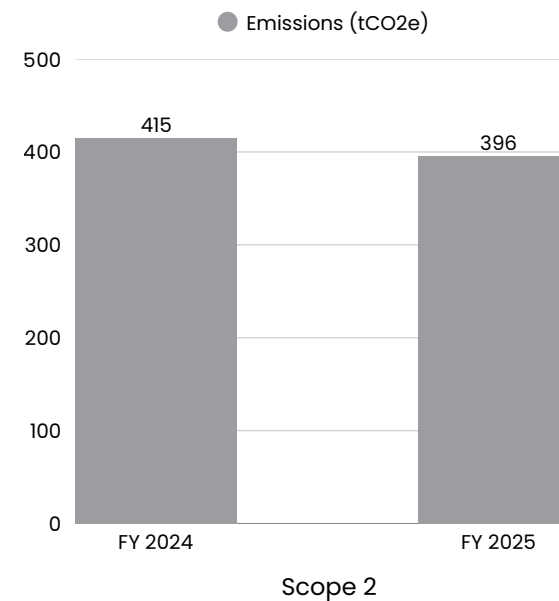
In 2025, DTSS continued to advance its climate action commitments by making measurable progress in reducing greenhouse gas (GHG) emissions, particularly within Scope 2 and Scope 3 categories. These improvements highlight the success of our targeted strategies, cross-functional collaboration, and growing organizational awareness around climate-related goals. Our efforts are part of a broader ambition to transition toward more sustainable operations and strengthen our leadership in the facility services sector.

## Our Environmental Targets in FY 2024

- Achieve net-zero carbon emissions across by 2040.
- Reduce absolute Scope 3 emissions across our corporate offices and operations 30% by 2030.
- Purchase 100% renewable electricity for our Head & Regional offices by 2030.
- Incorporate ESG Supplier Questionnaire in onboarding for new suppliers by 2025

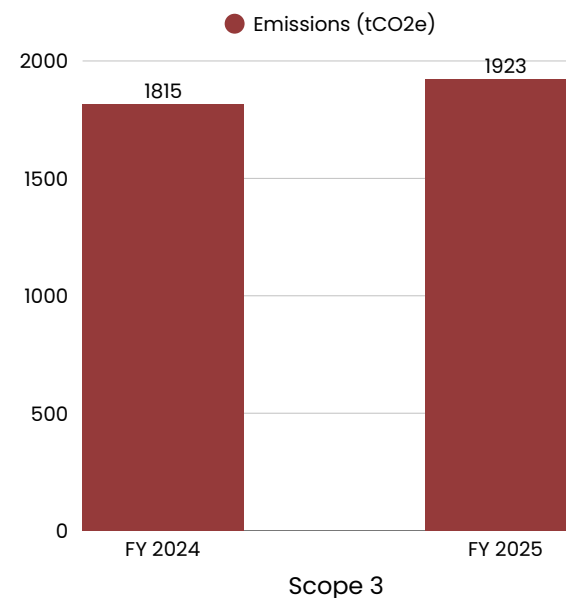
## Scope 2

Scope 2 emissions showed a notable reduction, decreasing from 414.99 tCO<sub>2</sub>e in the baseline year to 395.70 tCO<sub>2</sub>e in FY 2025, indicating a measurable improvement in overall energy performance. This decline can be attributed to the implementation of targeted energy efficiency initiatives, enhanced employee awareness and behavioral changes, and the optimized operation of HVAC systems across office facilities. These collective efforts demonstrate DTSS’s commitment to reducing electricity consumption, improving operational efficiency, and supporting its broader goal of lowering indirect carbon emissions associated with purchased electricity. The sustained focus on monitoring energy use and adopting efficient technologies continues to strengthen DTSS’s progress toward a low-carbon operational model.



## Scope 3

In Scope 3 emissions, DTSS concentrated on addressing one of its most significant sources of indirect emissions—material transportation, a critical component of service delivery operations. Emissions from this category decreased from 1,343.18 tCO<sub>2</sub>e to 1,298.31 tCO<sub>2</sub>e, demonstrating the positive impact of operational efficiencies and localized procurement practices. By sourcing materials closer to operational sites, DTSS effectively shortened transportation distances, reduced fuel consumption, and enhanced logistics efficiency.



However, overall absolute Scope 3 emissions increased from 1,814.95 tCO<sub>2</sub>e to 1,923.29 tCO<sub>2</sub>e during the reporting year, primarily due to the inclusion of car travel in the business travel inventory for the first time. Despite this rise, reductions were observed in material transportation, employee commuting, and waste generation, highlighting the organization’s ongoing efforts toward sustainable sourcing, remote work adoption, and improved waste management practices. These trends underscore the importance of continuous monitoring and targeted interventions to mitigate indirect emissions. Moving forward, DTSS aims to further integrate low-carbon travel alternatives and optimize supply chain logistics to support its broader carbon reduction goals, while engaging employees and stakeholders in sustainability initiatives to drive collective impact.

## Our EcoVadis and SBTi



In 2024, DTSS was proud to receive the EcoVadis Fast Mover badge, recognizing our rapid progress and strong commitment to advancing ESG performance. This achievement reflects the tangible steps we’ve taken to strengthen our environmental, social, and governance practices across operations. In the same year, we officially committed to the Science Based Targets initiative (SBTi), reinforcing our dedication to climate action aligned with global standards. We are currently in the target development phase, working to define near-term emissions reduction goals grounded in the latest climate science. This process includes deep internal assessments, cross-functional planning, and alignment with SBTi validation requirements. These milestones represent our ongoing journey toward greater transparency, accountability, and long-term sustainability leadership.



# Our Emission Reduction Strategy

At DTSS, our approach to emission reduction is both systematic and forward-thinking. We understand that addressing climate impact is not just an environmental responsibility, but a strategic imperative for long-term business resilience, operational efficiency, and regulatory readiness. By embedding emission reduction into our core operations, we aim to create lasting value for our clients, employees, and communities. This commitment also strengthens stakeholder confidence, positioning DTSS as a trusted and future-ready service provider. Through data-driven strategies and cross-functional collaboration, we continue to accelerate our progress toward a low-carbon future.



## Transition to Renewable Energy

DTSS is committed to transitioning to renewable energy as a key strategy for reducing Scope 2 greenhouse gas emissions and minimizing its operational carbon footprint. With a strong focus on solar energy, the organization is actively pursuing both on-site renewable installations and off-site procurement through green power purchase agreements, ensuring a diversified approach to clean energy adoption. These initiatives not only contribute to emission reductions but also support long-term energy cost savings and resilience, reinforcing DTSS's commitment to sustainable and responsible operations.

## Science-Based Targets and ESG Ratings

DTSS is strengthening its emissions tracking across Scopes 1, 2, and 3 by implementing enhanced data management systems and standardized reporting tools, which enable more accurate measurement and analysis of our carbon footprint. In parallel, the organization is actively developing science-based targets in line with the SBTi framework, ensuring that our climate goals are ambitious, measurable, and aligned with global best practices. These initiatives reflect DTSS's commitment to transparency, continuous improvement, and proactive climate action, laying the foundation for long-term decarbonization and sustainable operational growth.

## Sustainable Procurement

We are adopting sustainable procurement practices by prioritizing materials with low volatile organic compound (VOC) content and sourcing from local or nearby vendors. This approach not only reduces transport-related emissions and DTSS's overall carbon footprint but also supports local economic development, strengthens community partnerships, and our commitment to environmentally responsible and socially conscious operations.

## Low-Carbon Logistics and Supply Chain

We are optimizing our transportation routes and gradually shifting toward lower-emission modes of transport to reduce Scope 3 emissions from material movement. In addition, we are promoting local procurement and encouraging direct delivery to project sites, which helps shorten travel distances and reduce unnecessary handling. Through close collaboration with logistics partners, we are also advancing the use of cleaner vehicles and alternative fuels as part of our broader low-carbon logistics strategy.

## Awareness, Communication, and Collaboration

DTSS places a strong emphasis on building a culture of sustainability through regular ESG training programs, designed to raise awareness of environmental, social, and governance responsibilities among employees. In parallel, we ensure consistent communication with clients, informing about sustainability initiatives and performance. By actively engaging suppliers in its sustainability journey, DTSS promotes a sense of shared accountability, encouraging partners to adopt responsible practices and contribute to positive social and environmental outcomes. These efforts collectively strengthen the DTSS's commitment to integrated, collaborative, and accountable ESG practices across its entire value chain.

## Client Support and Green Innovation

DTSS supports clients in reducing their carbon footprint by offering energy-efficient technologies and tailored sustainability solutions. To further drive innovation, we are establishing a Special Sustainability Fund dedicated to piloting green projects and scaling impactful initiatives across our operations.



# Case Study

As part of its commitment to driving operational excellence and sustainable facility management solutions, DTSS continues to support clients in optimizing resource efficiency and reducing environmental impact.

DCW Limited's PVC factory at Tuticorin, Tamil Nadu, was facing high operational costs of ₹16.87 Crores annually (steam, electricity, and water) for its chilled-water generation system. The legacy system, based on Vapour Absorption Chillers (VAM), cooling towers, and fixed-speed pumping, was over 12–15 years old and increasingly inefficient.

## Challenges Identified

- Aged Infrastructure: Outdated equipment with recurring maintenance issues.
- Reduced Uptime: Frequent breakdowns led to inability to meet the 24x7 cooling demand, directly affecting PVC production.
- Poor Efficiency: Steam leakages and aging infrastructure reduced plant efficiency and increased costs.

## Solutions Implemented

Following a detailed energy audit by Kirloskar Chillers Pvt. Ltd. (KCPL), DCW implemented several Energy Conservation Measures (ECMs):

- Centrifugal Chillers replacing steam-based VAM chillers.
- Variable Speed Pumping Systems for chilled and condenser water.
- Low Approach Cooling Towers for improved heat rejection efficiency.
- Glycol Chillers & Circulation Pumps to enhance reliability.
- Chiller Plant Optimizer ensuring efficient part-load operation and optimized sequencing.



## Results & Impact

- Annual Cost Savings: Over ₹5.35 Crores achieved, surpassing targets.
- Resource Efficiency: Significant reductions in steam, electricity, and water usage.
- Operational Reliability: Improved uptime and consistent chilled-water supply for uninterrupted PVC production.
- Sustainability Contribution: Reduced energy intensity of operations.
- Lower greenhouse gas emissions due to reduced steam and power demand.
- Supports SDG 7 (Affordable & Clean Energy) and SDG 9 (Industry, Innovation & Infrastructure).

## Key ESG Takeaway

By upgrading its HVAC plant room, DCW Limited demonstrated how energy-efficient technologies and process optimization directly translate to cost savings, reduced environmental footprint, and improved production reliability, aligning industrial growth with sustainability goals

**Project HVAC Modernization**  
A Benchmark in Energy Optimization & Innovation

**The Challenge**  
Outdated HVAC | High Energy Costs | No Smart Monitoring

**Proposed Solution**

- ▶ 5x630 TR Magnetic Bearing Chillers
- ▶ IoT-Based Chiller Plant Manager
- ▶ Auto Tube Cleaning (ATCS)
- ▶ VFD Pumps & Cooling Towers

▶ Zero CapEx - Funded by Energy Savings

**The Impact**

- Guaranteed Energy Savings worth INR 5.35 CR annually
- Cooling capacity of 2500 Tr with 95% uptime
- Comprehensive AMC & O&M contracts
- Operating lease model solution
- Significant reduction in Energy, Water, and Fuel consumption

**POWERED BY dts & kirloskar AT DSM**



# GRI Index

GRI Standard	Disclosure Number	Disclosure Title	Section / Page Reference	Omission
GRI 1: Foundation 2021		Requirements for using the GRI Standards		
GRI 2: General Disclosures 2021	2-1	Organizational details	2	
	2-2	Entities included in the organization’s sustainability reporting	2	
	2-3	Reporting period, frequency, and contact point	1	
	2-4	Restatements of information	29	
	2-5	External assurance		Not applicable
	2-6	Activities, value chain and other business relationships	3,23,37,49	Not applicable
	2-7	Employees	25,26,27	
	2-8	Workers who are not employees		Not applicable
	2-9	Governance structure and composition	15,16,17	
	2-10	Nomination and selection of the highest governance body	16,22	
	2-11	Chair of the highest governance body	4,15	
	2-12	Role of the highest governance body in overseeing sustainability	17	
	2-13	Delegation of responsibility for managing impacts	15,16,17	
	2-14	Role of the highest governance body in sustainability reporting	17	
	2-15	Conflicts of interest	19	
	2-16	Communication of critical concerns	16,17,18	
	2-17	Collective knowledge of highest governance body	4,5,6,15,17	
	2-18	Evaluation of performance of the highest governance body	16,22	



GRI Standard	Disclosure Number	Disclosure Title	Section / Page Reference	Omission
	2-19	Remuneration policies	16,22	
	2-20	Process to determine remuneration	16,22	
	2-21	Annual total compensation ratio		confidentiality constraints
	2-22	Statement on sustainable development strategy	4,5,6,9	
	2-23	Policy commitments	18 to 23, 44	
	2-24	Embedding policy commitments	15 to 23	
	2-25	Processes to remediate negative impacts	9,11,16,20,32,36	Partial data available
	2-26	Mechanisms for seeking advice and raising concerns	18	
	2-27	Compliance with laws and regulations	18 to 23	
	2-28	Membership associations	12,13	
	2-29	Approach to stakeholder engagement	10	
	2-30	Collective bargaining agreements	-	Not applicable
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	2	
	201-2	Financial implications and other risks and opportunities due to climate change	-	Data not available
	201-3	Defined benefit plan obligations and other retirement plans		Not Applicable
	201-4	Financial assistance received from the government		Not Applicable
GRI 202: Market Presence 2016	202-1	Ratios of standard entry-level wage by gender compared to local minimum wage		Confidentiality
	202-2	Proportion of senior management hired from the local community	15	



GRI Standard	Disclosure Number	Disclosure Title	Section / Page Reference	Omission
GRI 203: Indirect Economic Impacts 2016	203-1	Infrastructure investments and services supported	3, 37	
	203-2	Significant indirect economic impacts		Not Applicable
GRI 204: Procurement Practices 2016	204-1	Proportion of spending on local suppliers	23	
GRI 205: Anti-corruption 2016	205-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	18	
GRI 207: Tax 2019	207-1	Approach to tax		Confidentiality Constraints
	207-2	Tax governance, control, and risk management		Confidentiality Constraints
	207-3	Stakeholder engagement and management of concerns related to tax		Confidentiality Constraints
	207-3	Country-by-country reporting		Not Applicable
GRI 3: Material Topics (2021)	3-1	Process to determine material topics	7, 8	
	3-2	List of material topics	8	
	3-3	Management of material topics	7, 8	
GRI 301: Materials (2016)	301-1	Materials used by weight or volume		Data Not available
	301-2	Recycled input materials used		Data Not available
	301-3	Reclaimed products and their packaging materials		Not Applicable
GRI 302: Energy (2016)	302-1	Energy consumption within the organization	46	
	302-2	Energy consumption outside the organization		Not Applicable
	302-3	Energy intensity	46	
	302-4	Reduction of energy consumption	47	



GRI Standard	Disclosure Number	Disclosure Title	Section / Page Reference	Omission
	302-5	Reductions in energy requirements of products and services		Not Applicable
GRI 303: Water and Effluents (2018)	303-1	Interactions with water as a shared resource		Data not Monitored
	303-2	Management of water discharge-related impacts		Data not Monitored
	303-3	Water withdrawal		Data not Monitored
	303-4	Water discharge		Data not Monitored
	303-5	Water consumption		Data not Monitored
GRI 304: Biodiversity (2016)	304-1	Operational sites owned, leased, managed in, or adjacent to protected areas		Not Applicable
	304-2	Significant impacts of activities on biodiversity		Not Applicable
	304-3	Habitats protected or restored		Not Applicable
	304-4	IUCN Red List species and national conservation list species affected		Not Applicable
GRI 305: Emissions (2016)	305-1	Direct (Scope 1) GHG emissions	45	
	305-2	Energy indirect (Scope 2) GHG emissions	45	
	305-3	Other indirect (Scope 3) GHG emissions	45	
	305-4	GHG emissions intensity	46	
	305-5	Reduction of GHG emissions	47	
	305-6	Emissions of ozone-depleting substances (ODS)		Not Applicable for 2024
	305-7	NOx, SOx, and other air emissions		
GRI 306: Waste (2020)	306-1	Waste generation and significant waste-related impacts	46	
	306-2	Management of significant waste-related impacts	46	



GRI Standard	Disclosure Number	Disclosure Title	Section / Page Reference	Omission
GRI 306: Waste (2020)	306-3	Waste generated	46	
	306-4	Waste diverted from disposal	46	
	306-5	Waste directed to disposal	46	
GRI 307: Environmental Compliance (2016)	307-1	Non-compliance with environmental laws and regulations	20	
GRI 308: Supplier Environmental Assessment (2016)	308-1	New suppliers that were screened using environmental criteria		Not Applicable
	308-2	Negative environmental impacts in the supply chain and actions taken		Not Applicable
GRI 401: Employment (2016)	401-1	New employee hires and employee turnover	25	
	401-2	Benefits provided to full-time employees	34	
	401-3	Parental leave		
GRI 402: Labor/Management Relations (2016)	402-1	Minimum notice periods regarding operational changes		Data Not Available
	403-1	Occupational health and safety management system	33	
	403-2	Hazard identification, risk assessment, and incident investigation	34	
	403-3	Occupational health services	34	
	403-4	Worker participation, consultation, and communication	29, 30	
	403-5	Worker training on occupational health and safety	29, 33	
	403-6	Promotion of worker health	33	
	403-7	Prevention and mitigation of occupational health and safety impacts	33	



GRI Standard	Disclosure Number	Disclosure Title	Section / Page Reference	Omission
	403-8	Workers covered by an OHS management system	29, 33	
	403-9	Work-related injuries	33	
	403-10	Work-related ill health	33	
GRI 404: Training and Education (2016)	404-1	Average hours of training per year per employee	29	
	404-2	Programs for upgrading employee skills	29, 30	
	404-3	Percentage of employees receiving regular performance reviews	16, 22	
GRI 405: Diversity and Equal Opportunity (2016)	405-1	Diversity of governance bodies and employees	15	
	405-2	Ratio of basic salary and remuneration by gender		Confidentiality Constraints
GRI 406: Non-discrimination (2016)	406-1	Incidents of discrimination and corrective actions taken	18	
GRI 407: Freedom of Association and Collective Bargaining (2016)	407-1	Operations and suppliers in which freedom of association may be at risk		Not Applicable
GRI 408: Child Labor (2016)	408-1	Operations and suppliers at significant risk for incidents of child labor		Information Not Available
GRI 409: Forced or Compulsory Labor (2016)	409-1	Operations and suppliers at significant risk for forced labor	21	
GRI 410: Security Practices (2016)	410-1	Security personnel trained in human rights policies		Not Applicable
GRI 411: Rights of Indigenous Peoples (2016)	411-1	Incidents of violations involving rights of Indigenous peoples	21	Confidentiality Constraints
GRI 412: Human Rights Assessment (2016)	412-1	Operations subject to human rights reviews	21	
	412-2	Employee training on human rights	29	
	412-3	Significant investment agreements with human rights clauses		Not Applicable
GRI 413: Local Communities (2016)	413-1	Operations with local community engagement	38, 39 , 40, 41	
	413-2	Operations with actual or potential negative community impacts	38, 39 , 40, 41	



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