

ESG

ANNUAL PROGRESS

REPORT



Movate's commitment to take the ESG charter forward and create a better world tomorrow.



CEO's DESK

Aspiring to be a new kind of a company for a new kind of a world.

In September 2023, we celebrated the one-year anniversary of our rechristening from CSS Corp to Movate. It's been an incredible story of transition and transformation thus far. Our decision to rebrand was a visible symbol of our internal change over the past few years. Our new name, a combination of MOmentum and innoVATE, reflected our progress and aspirations to metamorphose into an agile and innovative company that delights its customers with **human-centric solutions** for their business challenges.

Despite the macroeconomic challenges, we've shown resilience and determination to exceed customer expectations. We launched Movate Athena, our **GenAI platform**, acquired TSD Global, a renowned provider of outsourced sales and customer experience services, and established a state-of-the-art facility in China, Colombia, India, and overhauled a few of our existing delivery centers in India.

Our transformation journey extends beyond our business operations as we believe that true transformation benefits the communities that we are a part of. Movate, as a responsible corporate citizen, is aligned with the **United Nations Global Compact (UNGC)** mission to create a better world. We align our business strategies and operations with the Ten Principles of the UNGC on human rights, labor, environment, and anti-corruption. We're conscious about integrating these principles into our work culture.

A recent research study by **KPMG highlights** how today's young workforce, especially the Gen Z's, are conscious of employers' ESG standards. We believe in the power of individual contributions; to further encourage and recognize exceptional efforts by our team, we've introduced ISR (Individual Social Responsibility) that hails Movators who go above and beyond their regular duties to deliver tangible value to our society and the environment.

Movate's "Gig for Good" program empowers underserved communities and partners with non-profit institutions to source diverse talent, provide training and certifications. Through the Directly OnDemand platform, "Gig for Good" promotes diversity, equity and inclusion in today's gig economy.

We're active in collaborative projects aimed at advancing the **Sustainable Development Goals (SDGs)** and taking our ESG charter forward. In the fiscal year spanning April 2022 to March 2023, we executed various programs that exemplify our commitment. We conducted nearly 27 social and community activities that have impacted over 10,000 individuals. Notably, we planted approximately 15,500 trees and collectively invested almost 9,880 hours in scaling up our sustainability efforts during this period.

I thank our diverse team of Movators and stakeholders for their unwavering support. There's much more to do, and many projects are on the anvil. The need for responsible stewardship is more pressing than ever, and we're keen to keep the momentum going.

Sunil Mittal
CEO, Movate



Table of CONTENTS



Pg **04**

About
Movate

Pg **06**

Introduction

Pg **10**

Core Focus
Areas

Pg **13**

Environment

Pg **18**

Socially
Responsible
Initiatives

Pg **43**

Human
Rights

Pg **51**

Sustainable
Digital
Workplace

Pg **57**

Industry
Accolades

Pg **61**

Global
Presence

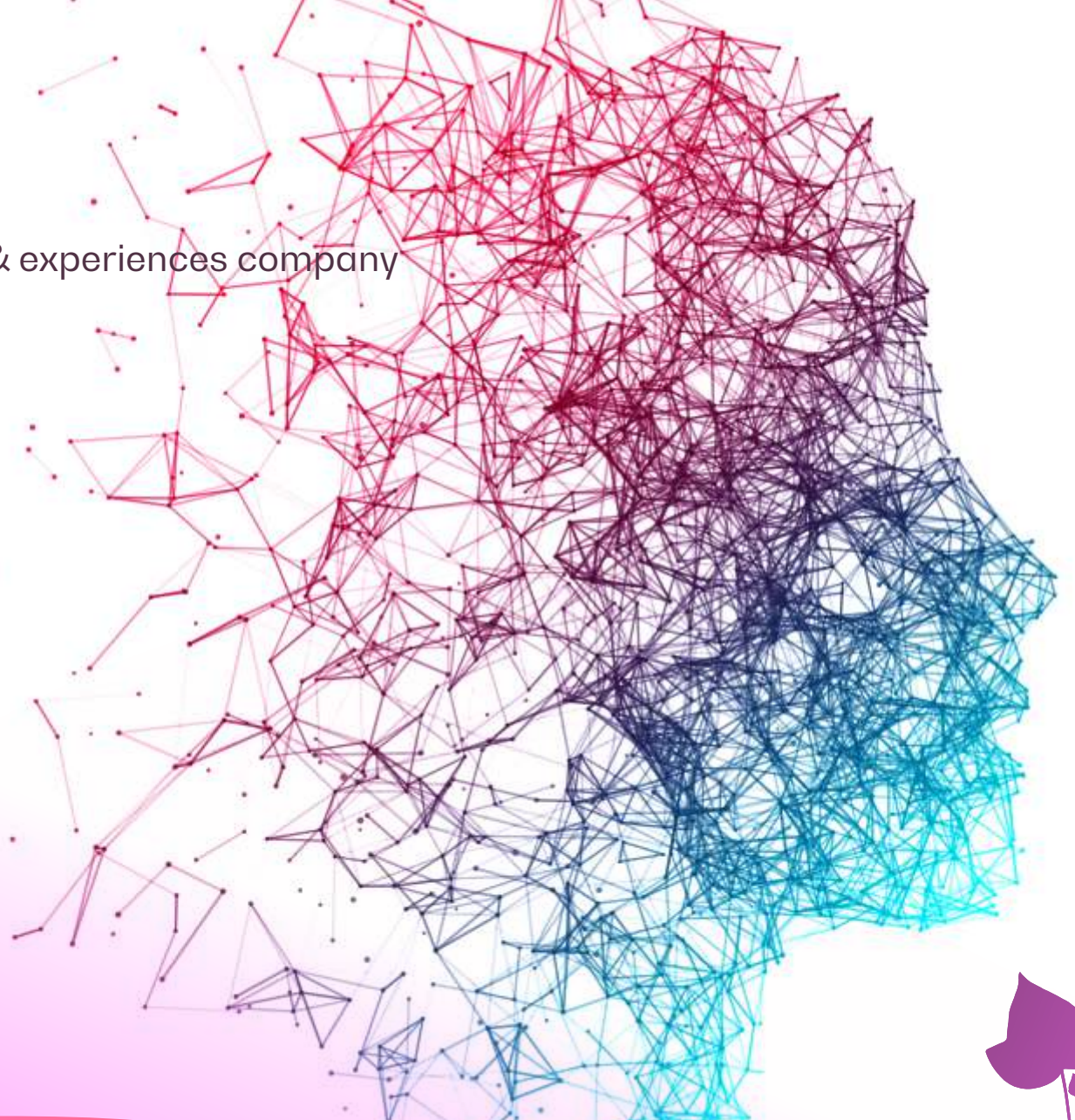


ABOUT MOVATE

A human-centered technology & experiences company

Movate, formerly CSS Corp, is a digital technology and customer experience services company committed to disrupting the industry with boundless agility, human-centered innovation, and a relentless focus on driving client outcomes. Recognized as one of the most awarded and analyst-accredited companies in its revenue

range, Movate helps ambitious, growth oriented companies across industries stay ahead of the curve by leveraging its world-class talent of over 12,000 full-time Movators across 20 global locations and a gig network of thousands of technology experts across 60 countries, speaking over 100 languages.



Our SERVICES



Digital Customer Experience

- ✦ Customer Service & Satisfaction
- ✦ Consumer Technical Support
- ✦ Gig Peer Experts for Consumer
- ✦ Revenue Generation
- ✦ Customer Retention
- ✦ CX Transformation as a Service



Enterprise Product Services

- ✦ Revenue Acceleration Services
- ✦ Multi-tier Technical Support
- ✦ Gig Peer Experts for Enterprise
- ✦ Customer Success
- ✦ Enterprise Customer Support
- ✦ Professional Services



Digital Infrastructure Services

- ✦ Hybrid Cloud Management
- ✦ Telecom & Enterprise Networking
- ✦ Cloud Enablement Services
- ✦ Cybersecurity Services
- ✦ Digital Workplace Services



Digital Engineering and Insights

- ✦ App Development & Maintenance
- ✦ Data Analytics and AI
- ✦ Digital Assurance and Testing
- ✦ Smart Automation Services
- ✦ Gig Peer Experts for Intelligence
- ✦ Experience Engineering Services
- ✦ Geospatial & Locational Intelligence



Content & Data Services

- ✦ GIS consulting
- ✦ Spatial analytics & insights
- ✦ Custom application & development
- ✦ Data processing & management
- ✦ Content moderation & enrichment
- ✦ Data collection & annotation

Proprietary Platforms



Modular generative AI platform for business transformation



AI platform for end-to-end CX transformation



A next-gen gig support platform for empathetic customer resolutions



AI-powered analytics platform for insights-led transformation



Customer support powered by traditional and gig models to deliver excellent CX

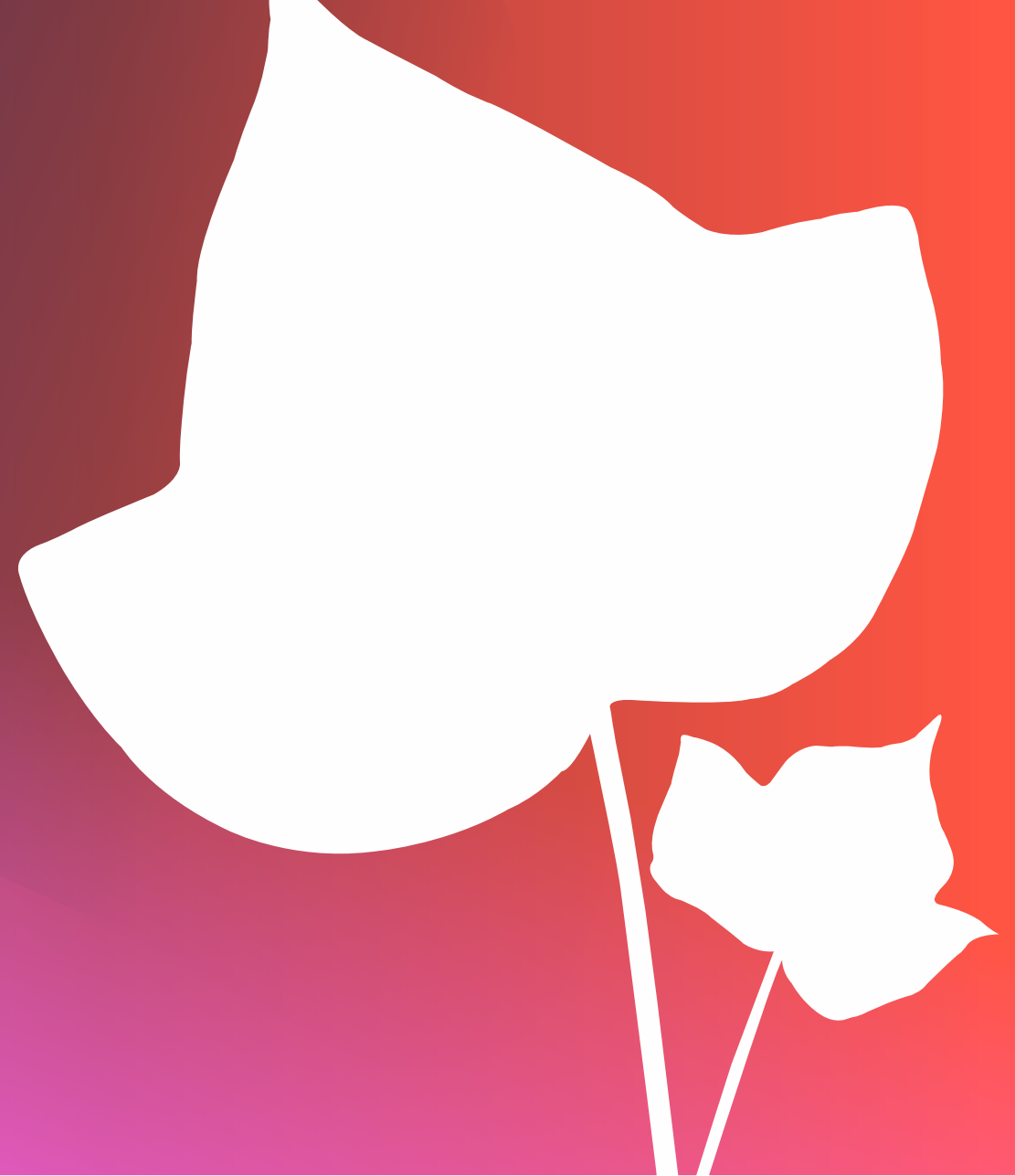


Pg 06 INTRODUCTION

Moving from commitments to actions

Movate's commitments and impact go beyond the workplace. ESG values act serve as yardsticks by which we measure our impact on the society at large. This day and age demand stewardship at a new level and Movate is committed to delivering on its commitments.

This ESG report presents several initiatives across education, employment training, digital skilling, health services, ecofriendly practices, and more across locations.



INTRODUCTION

This report is prepared based on the following guidelines.

PRINCIPLES of the United Nations Global Compact

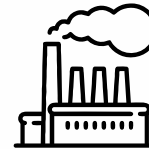
The Environment, Social, And Governance (ESG) practices are categorized according to United Nations Global Compact (UNGC) principles of Environment, Human Rights, Labor, and Anti-Corruption.

APPLICABLE PROTOCOL & ISO Standard

The greenhouse gas (GHG) protocol and ISO 14064 standard are used to understand, quantify, and manage greenhouse gas emissions. The carbon dioxide (CO₂) emissions are categorized under -



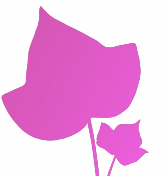
Scope 1
Direct GHG emissions
& removals



Scope 2
Energy indirect
GHG emissions



Scope 3
Other indirect
GHG emissions



INTRODUCTION

This report is prepared based on the following guidelines.

SUSTAINABLE DEVELOPMENT GOALS

(SDG) Applicable for Movate

The 2030 agenda for global Sustainable Development describes 17 Sustainable Development Goals (SDGs), of which 12 SDGs apply to Movate's business practices. The applicable SDG's are -



THE NUMBERS SPEAK:

Top highlights at Movate

4360_{MT}

CO₂
reduction

3494_{MWh}

Electricity
dependency
reduction

4.7_{MT}

Wastes
recycled

100%

Responsible
disposal
of e-waste

27

CSR projects
executed

10241

Beneficiaries
supported

75+

International
awards

300+

Analyst
recognitions



Pg **10** **CORE
FOCUS
AREAS**

Key areas
on the radar



CORE FOCUS AREA

Environment

Movate stands as a guardian of the environment. We believe in adopting best practices and standards in our daily operations. The leadership and employees have a significant role to play in protecting for our environment and ensuring a sustainable and healthy ecosystem overall.

GHG Emissions



Recycling & Waste Reduction



Business Travel



Electrical & Electronic Wastes



Through matured processes and applications, we are adhering to sustainable business practices.



CORE FOCUS AREA

Labor



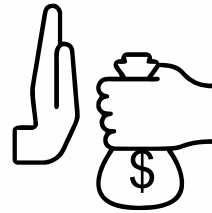
Movate drives deep standards in organizational strategies towards zero child labor, ensuring equal opportunity, safe working conditions, employee training and awareness.

Human Rights



Movate creates a diverse and inclusive workplace, provision for multi stake holder dialogue and respects the rights of everyone.

Anti-bribery & Corruption

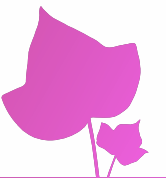


Movate's policies on anti-bribery and anti-corruption forbids the giving or taking of bribes in any form and protects whistle blowers from retaliation.

Corporate Social Responsibility



At Movate, we ensure our business contributes to a better community and bring about a positive social change. Our CSR policy is established to meet the organization and social obligations.



Pg 13 ENVIRONMENT

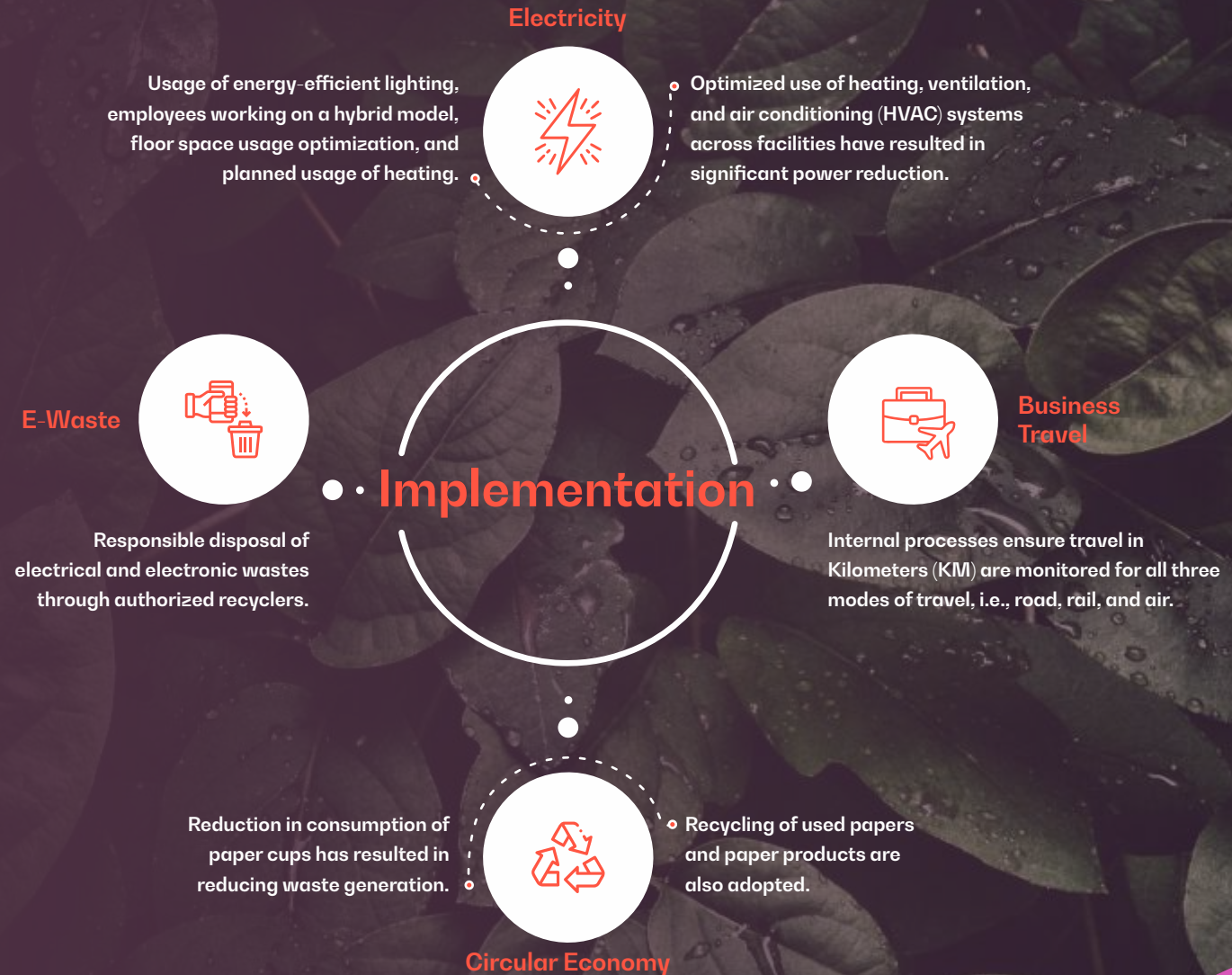
Energy efficiency
& environment
management



ENVIRONMENT

Assessment, Policy, and Goals

The consistent emphasis on reducing energy levels, including monitoring energy consumption trends, identification of reduction opportunities, and technology upgradation, continue to be on the priority list. We have a well-articulated, overarching sustainability policy to help us integrate our sustainability goals into our business processes.



Outcomes

13 CLIMATE ACTION



Greenhouse Gas (GHG) Emissions



overall reduction in Scope 2 global GHG emissions of 2806 MT

An overall reduction in Scope 2 global carbon dioxide emissions by 37% from baseline level. Scope 2 emissions cover electricity from the grid, diesel generators, heating and cooling energy obtained from other sources.

Scope 1 emissions has increased by 6.4 MT from base line level.

Electricity

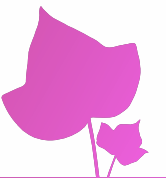


The total reduction in electricity consumption is 3494 MWh during this period.

Electricity is accounted from usage as follows:

- ✦ Electricity generated by the respective electricity board.
- ✦ Electricity generated through diesel generator and owned by facility provider.
- ✦ Electricity generated through diesel generators owned by Movate.

The total reduction in electricity consumption of 36% during this period.



Outcomes

13 CLIMATE ACTION

**Business Travel**

a reduction of around
74% in GHG emissions

Carbon emissions arising from global business travel through flight, bus, train, and hired cabs are monitored and accounted. There has been a reduction of around 74% in carbon emissions from the baseline due to more public transport usage, virtual meetings, and employees working from home. Movate has significantly invested in work from home model for safety of all employees without any disruption to business continuity. This has resulted in reduced overall transportation requirements for business needs.

Cabs self-arranged by employees for business needs, vehicles provided by Movate for employee daily commutation from home and office are not captured under Scope III or other indirect GHG emissions.



Outcomes

12 RESPONSIBLE
CONSUMPTION
AND PRODUCTION



Recycling & Waste Generation Reduction

Recycling of wastepaper and paper products has:

- ✦ Responsible recycling of 4705 kg of waste
- ✦ Reduced consumption of ~125 KLit. of water
- ✦ Reduced occupation of 5.18 m3 of landfill space
- ✦ 4,23 Mt of carbon dioxide reduction

15 LIFE
ON LAND

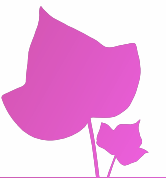


Electronic-waste



4511 Kilo Gram (KG)
of E-waste
was recycled

E-waste generated globally is rigorously monitored and handed over to authorized recyclers instead of handing them to the informal recyclers, ending up in landfills. E-waste includes CPUs, laptops, monitors, scanners, etc. This leads to reduced environmental hazards & an improvement in the health of those employed in unorganized recycling at landfills.



Pg

18 SOCIALLY RESPONSIBLE INITIATIVES

Movate as a responsible corporate citizen



April 2022 – June 2022

15 LIFE
ON LAND



Tree Plantation Drive



Chennai
Tamil Nadu, India



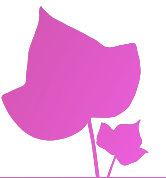
5 June 2022



13
volunteers



Movate contributes toward a
green environment by planting
1000 saplings.



SOCIALLY RESPONSIBLE INITIATIVES

April 2022 – June 2022

15 LIFE
ON LAND



Tree Plantation Drive



Hyderabad
Telangana, India



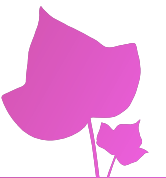
5 June 2023



7
volunteers



Movate raises environmental awareness
and celebrates environmental action.
500 saplings were planted.



April 2022 – June 2022

15 LIFE
ON LAND



Tree Plantation Drive



Bengaluru
Karnataka, India



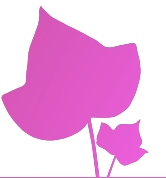
5 June 2022



3
volunteers



The saplings will continue to be nurtured
and their growth ensured by Movate.
500 saplings were planted.



April 2022 – June 2022

10 REDUCED
INEQUALITIES



Global Pride Celebrations



Across
Locations



26 June 2022

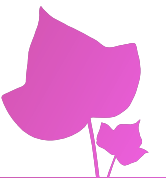


Parade



Inclusiveness & Diversity

Movate extends unanimous support to LGBTIQ+ community.



SOCIALLY RESPONSIBLE INITIATIVES

April 2022 – June 2022

10 REDUCED
INEQUALITIES



Global Pride Celebrations



Bengaluru
Karnataka, India



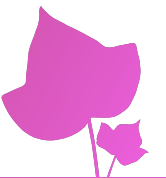
25 June 2022



24
Beneficiaries



Movate organized workshop on financial literacy for LGBTIQ+ community.



July 2022 – September 2022

10 REDUCED
INEQUALITIES



Supporting the LGBTQ+ Community



Chennai
Tamil Nadu, India



2 July 2022

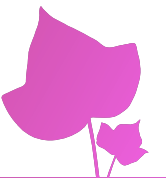


4
Volunteers

44
Beneficiaries



Movate organizes panel discussion on LGBTQ+ inclusion in India: past, present, and future with short documentary on noted historian and queer scholar Saleem Kidwai.



July 2022 – September 2022

3 GOOD HEALTH
AND WELL-BEING



Uplifting the LGBTQ+ Community



Chennai
Tamil Nadu, India



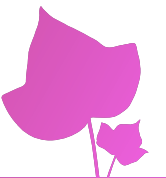
17 July 2022



30
Beneficiaries



Movate organizes workshop on mental health and suicidal prevention for the LGBTQ+ community.



July 2022 – September 2022

3 GOOD HEALTH
AND WELL-BEING



Elevating the LGBTQ+ Community



Chennai
Tamil Nadu, India



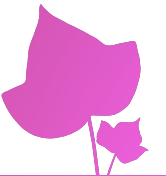
7 August 2022



17
Beneficiaries



Movate organizes workshop on Sexually Transmitted Diseases (STDs) for the LGBTQ+ community.



SOCIALLY RESPONSIBLE INITIATIVES

July 2022 – September 2022

15 LIFE
ON LAND



Green Environment Initiatives



Vandalur, Chennai
Tamil Nadu, India



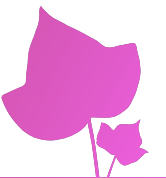
15 August 2022



18
Volunteers



Movate organizes **1500** tree sapling
plantation drive.



July 2022 – September 2022

8 DECENT WORK AND
ECONOMIC GROWTH



Uplifting the LGBTQ+ Community



Bengaluru
Karnataka, India



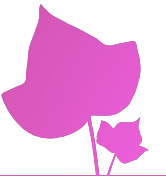
20 August 2022



2 Volunteers **20** Beneficiaries



Movate organizes a micro job fair
for the LGBTQ+ community.



July 2022 – September 2022

3 GOOD HEALTH
AND WELL-BEING



Supporting the Transgender Society



Bengaluru
Karnataka, India



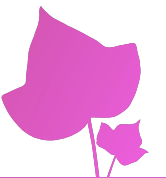
21 June – 28 Sep 2022



130
Beneficiaries



Movate supports the community
in handing over spectacles and
assisting in their surgeries.



SOCIALLY RESPONSIBLE INITIATIVES

July 2022 – September 2022

3 GOOD HEALTH
AND WELL-BEING



Our Environment, Our Ambiance



Chennai
Tamil Nadu, India



24 Sep 2022



130
Beneficiaries



Movate's "Each one, plant one" initiative creates a man-made forest.



July 2022 – September 2022

3 GOOD HEALTH
AND WELL-BEING



Contribution Toward Blood Banks



Chennai
Tamil Nadu, India



29 Sep 2022



54
Volunteers

54
Beneficiaries



Movate organizes
blood donation camp.



SOCIALLY RESPONSIBLE INITIATIVES

July 2022 – September 2022

3 GOOD HEALTH
AND WELL-BEING



Every Drop Counts



Chennai
Tamil Nadu, India



30 Sep 2022

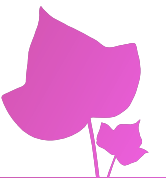


18
Volunteers

18
Beneficiaries



Movate organizes blood donation camp
at its office.



October 2022 – December 2022

3 GOOD HEALTH
AND WELL-BEING



More Contribution Toward Blood Banks



Bengaluru
Karnataka, India



17 Oct 2022

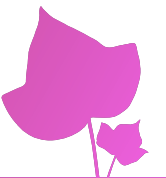


39
Volunteers

39
Beneficiaries



Blood donation campaign at Movate.



October 2022 – December 2022

3 GOOD HEALTH
AND WELL-BEING



Supporting Local Blood Banks



Hyderabad
Telangana, India



20 Oct 2022



27
Volunteers

27

Beneficiaries



Blood donation campaign at Movate.



October 2022 – December 2022

1 NO
POVERTY



Helping Communities in Need



Bengaluru
Karnataka, India



26 Nov 2022

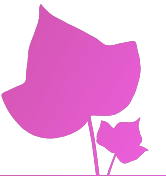


8
Volunteers

45
Beneficiaries



Movate donates groceries to those in need.



October 2022 – December 2022

11 SUSTAINABLE CITIES
AND COMMUNITIES



Providing A Safe Haven For Needy Children



Bengaluru
Karnataka, India



26 Nov 2022



1
Volunteer

60
Beneficiaries



Movate inaugurates two Anganwadi
child care centers.



October 2022 – December 2022

6 CLEAN WATER
AND SANITATION



Eco-friendly & Life-sustaining Initiatives



Hyderabad
Telangana, India



26 Nov 2022

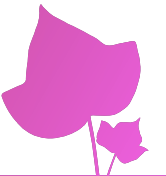


16
Volunteer

9125
Beneficiaries



Movate provides safe drinking water through RO plant installation; conducts sapling plantation campaign at KBR National Park.



October 2022 – December 2022

4 QUALITY
EDUCATION



Supporting School Students' Needs



Chennai
Tamil Nadu, India



17 Dec 2022

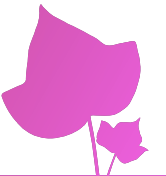


9
Volunteer

150
Beneficiaries



CEO, Sunil Mittal, accompanies Movators to help kids at St. Anna School with lunch boxes and study kits.



January 2023 – March 2023

4 QUALITY
EDUCATION



Skilling Programs for Women



Chennai
Tamil Nadu, India



23 Jan 2023

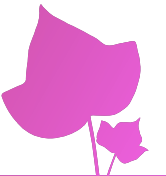


20
Volunteer

125
Beneficiaries



Movate offers technology-based skilling programs for PwDs and women with employment opportunities.



January 2023 – March 2023

4 QUALITY
EDUCATION



12 RESPONSIBLE
CONSUMPTION
AND PRODUCTION



Supporting Women in Our Communities



Chennai
Tamil Nadu, India



2 Feb 2023

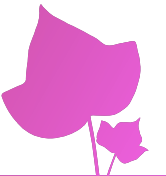


2
Volunteer

12
Beneficiaries



Movate facilitates in developing women entrepreneurs with PWD. Sets up three permanent food shops (Aavin dairy products).



January 2023 – March 2023

4 QUALITY
EDUCATION



12 RESPONSIBLE
CONSUMPTION
AND PRODUCTION



Bringing Eco-friendly Solutions to Life



Hyderabad
Telangana, India



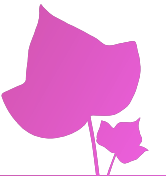
16 Feb-20 April 2023



150
Beneficiaries



Movate sets up solar panel operated cloth bag vending machines to curtail plastic usage.



January 2023 – March 2023

4 QUALITY
EDUCATION



Developing Technical Skills



Chennai
Tamil Nadu, India



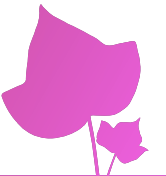
16 Feb-20 April 2023



150
Beneficiaries



Movate sets computer lab
at St. Anna School.



Pg **43** **HUMAN
RIGHTS**

Digital workplace
sustainability



A silhouette of a person standing on a large, dark rock with their arms outstretched horizontally. The background is a warm, orange-hued sunset sky. The person is wearing a short-sleeved shirt and shorts. The rock is in the foreground, and the person is standing on its peak. The sky is a gradient of orange and yellow, with some dark silhouettes of trees or foliage on the left side.

HUMAN RIGHTS

Assessment, Policy, and Goals

Movate's DREAM values
are at the core of who we are —
our principles and beliefs.

Our 'DREAM' values convey where we want to go and how we can get there. It supports the vision of our company and helps us shape its culture. By becoming aware of our core values, we can use them as a guide to make the best decisions in any situation.

Movate upholds Human Rights principles and applies them uniformly across the organization. At Movate, we believe in conducting organizational affairs fairly and transparently by adopting the highest standards of ethics, honesty, integrity, and professionalism while developing a high integrity and transparency culture. The company is committed to creating a workplace free from sexual harassment, with zero tolerance toward such violations. We have a comprehensive anti-sexual harassment policy that is compliant with prevailing laws and regulations.

HUMAN RIGHTS

Assessment, Policy, and Goals

DARE TO EXCEL

Excellence

We will be passionate about achieving the highest standards of quality through continuous improvement



EMULATE INTEGRITY IN ALL DEALINGS

Integrity

We will be Fair, Honest, Transparent and Ethical in all our transactions

MAKE CUSTOMER SUCCESS OUR TOP PRIORITY

Customer Success

We will be committed to consistently exceed customer expectations

RESPECT PEOPLE

Respect

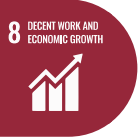
We will value 'diversity', build an environment of trust and inclusivity that treats every person with respect

AGILITY IN EVERYTHING WE DO

Agility

We will challenge the status quo with an open mind, focus and speed





HUMAN RIGHTS

Our D&I Vision



**Managing differences
is part of our
winning strategy!**

To create an inclusive workplace and leverage the benefits of Diversity and Inclusivity for sustainable competitive advantage, where employees from different backgrounds and cultures are treated fairly and with respect.



HUMAN RIGHTS

Women's Initiative Network (WIN)

We believe gender equality is critical to our success. At Movate, we firmly believe that we can only flourish when we help women achieve their full potential. WIN is our commitment to achieving a gender-balanced workforce and creating a workplace that cherishes and empowers its women.

Because we grow when SHE grows.

WIN aims to foster an environment of growth and help women redefine the future. We celebrate their efforts and successes and train them to face any challenges that might come their way.



Women's Initiative Network (WIN)



WIN's Charter

We aim to establish mentorship programs & events for women employees to create a supportive environment that helps overcome challenges and provides guidance for individual and collective growth.

Our Initiatives

1.

Mentorship Programs

Our mentorship program offers women the network of resources, mentors, and support they require to grow in their fields. Our priority is to advance women at all levels. 3-level mentorship plan involves *goal deciding → skill development → personal development*

The program currently has 3 initiatives that help inspire, choose the right direction, and give a new perspective to the challenges in the new world of work.

2.

The WINning View

The WINning View is about sharing stories. We invite leaders from all walks of life to share their stories of success, challenges, and resilience for our women leadership talk series. The program encourages networking and promotes career development.

3.

Regional and Community Events

Group events to bring together like-minded people and drive inclusivity. These events build a strong network of women, creating a community, and discuss ways to make the workplace more inclusive.



ChallengeHers

This program aims to provide a unique opportunity for women employees to enhance their leadership skills, expand the professional network, and unlock the full potential.

Because
of HER
we can.

Key Program Features



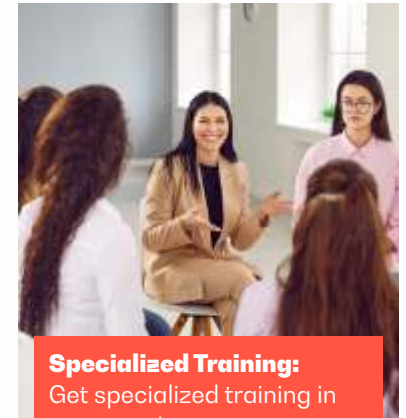
Leadership Workshops:

Engage in interactive workshops designed to develop essential leadership competencies, including communication, strategic thinking, decision-making, and team management.



Mentoring and Coaching:

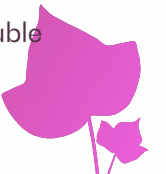
Benefit from personalized guidance and mentorship from accomplished leaders within our organization who are passionate about nurturing talent and supporting women in their career progression.



Specialized Training:

Get specialized training in areas such as negotiation skills, conflict resolution, personal branding, and self-care, to enhance your overall effectiveness as a leader.

A diverse mix of women leaders across departments are now equipped to take on the mantle of leadership at Movate. Thanks to the resounding success of this program, Movate is poised to double the number of women in senior management roles over the next couple of years.



HUMAN RIGHTS

5

GENDER
EQUALITY



Zero-tolerance for sexual harassment



Movate is committed to providing a safe environment for all its employees free from discrimination on any ground and from harassment at work including sexual harassment. Movate operates a zero-tolerance policy for any form of sexual harassment in the workplace, treat all incidents seriously and promptly investigate all allegations of sexual harassment.

The Anti-Sexual Harassment Policy (ASHP) committee conducts awareness course on harassment and discrimination through the Learning & Development portal. In this “must-complete” program, trainers cover various modules in regional languages.

All complaints are treated with respect and in confidence without victimizing those who raise red flags. The committee investigates all allegations and incidents of sexual harassment and initiates disciplinary action or termination of employment. Various ASHP initiatives are underway at Movate.

100% Compliance
Across geos



Pg **51**

SUSTAINABLE DIGITAL WORKPLACE

Top initiatives at Movate

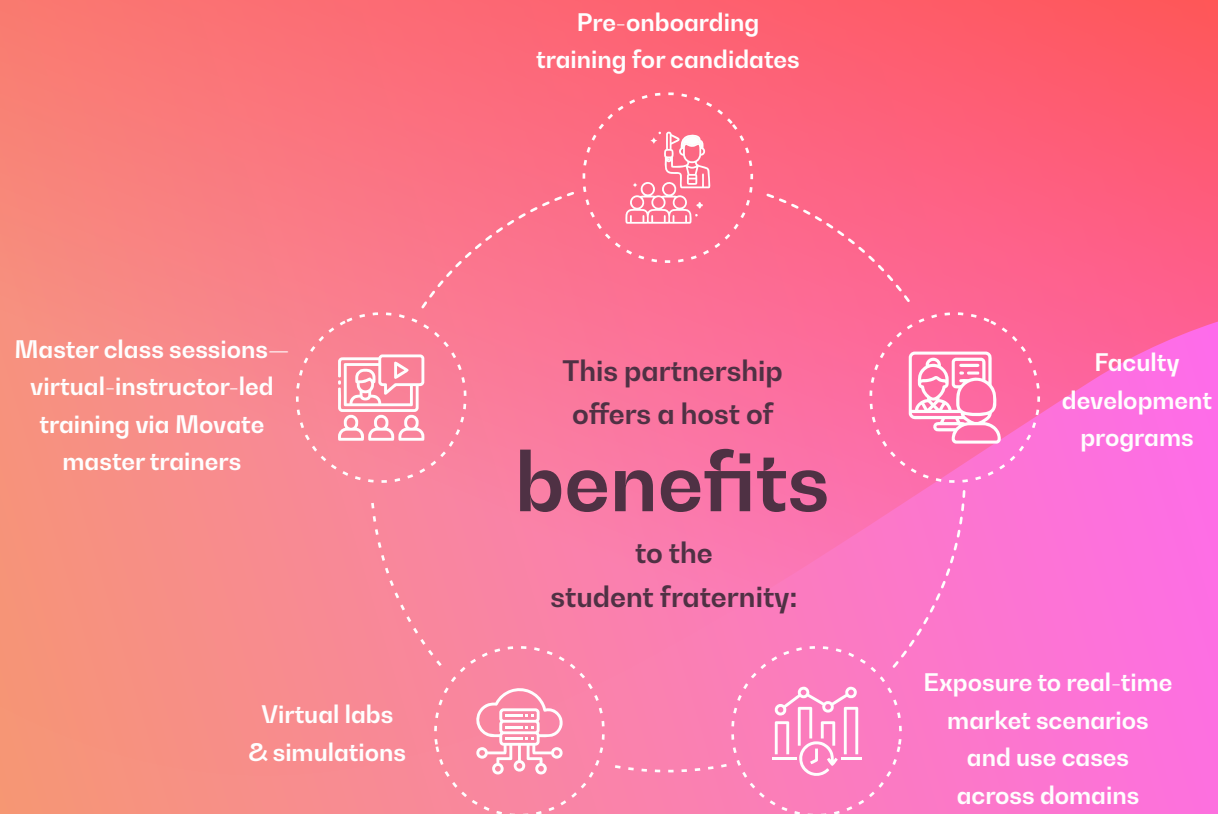


SUSTAINABLE DIGITAL WORKPLACE

Bridging the academia-industry divide

C2C

Campus to Career (C2C) is Movate's initiative to bridge the gap between the academia and the industry. Movate partners with various academia and educational institutions via collaboration with faculty members and students. C2C fosters career-readiness and enhances employability skills of students graduating from colleges and universities.



These programs have evinced high participation & engagements rates across all service lines.

Enterprise Product Services (EPS)

248 Students benefitted

Digital Engineering Services (DES)

229 Students benefitted

Fostering a learning ecosystem



Skill+

Movate's Skill+ is the Learning & Development arm of Movate. The academy addresses the learning needs of employees during their entire lifecycle including pre/new hires and provides a framework for continuous learning.



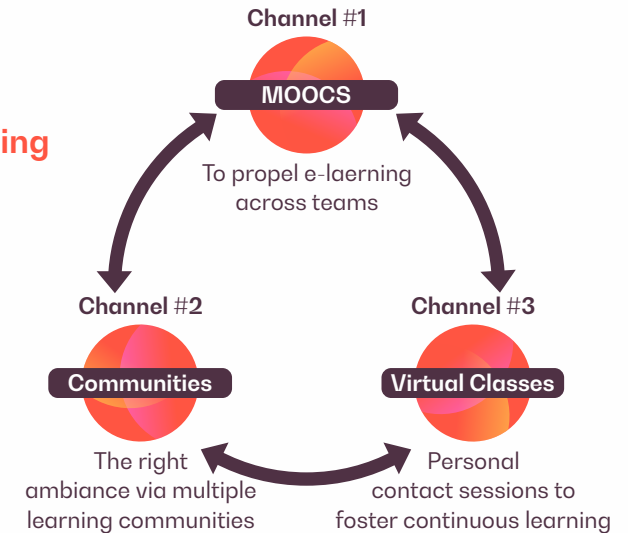
Virtual University

Movate's Virtual University, powered by MOOCs

- ✦ Holistic development
- ✦ Soft-skill enhancement
- ✦ Technical skills honing

Channels of Learning

Three types of learning channels cater to diverse skilling requirements across grades and roles.



10,325 Movators enrolled and were upskilled and reskilled in the last 3 years.

SUSTAINABLE DIGITAL WORKPLACE

Build a dream career

Career Aspiration Management Program (CAMP) is one of our flagship programs that help our associates learn, grow and build their dream career with Movate. This people development framework retains top talent and preserves our DNA. CAMP is designed in a way that every Movator, no matter what role or level or experience, can deliver their best and outperform themselves. Movators enjoy opportunities to work with the brightest minds in the industry amidst cutting-edge tools and technologies.



Digital training & certifications



Cloud



Analytics



IoT



Automation



AI

...and more

A culture of innovation

Movate, formerly CSS Corp, is a digital technology and customer experience services company committed to disrupting the industry with boundless agility, human-centered innovation, and relentless focus on driving client outcomes. **Movate invests heavily in advancing innovation via a network of Innovation Labs.** Movators access these facilities for upskilling and finding novel interventions for clients in today's evolving landscape.

SUSTAINABLE DIGITAL WORKPLACE

Driving up employee performance



Stepping Up-to Management (SUM)

is a program for first-time managers to improving productivity and performance levels. Founded on a people-focussed philosophy, the program offers foundation training to all team leads in line with Movate's values, objectives, stakeholder commitments, culture and inclusiveness.

SUM targets team leads who were promoted within a specific time period and senior engineers who are in the rolls for subsequent promotion.

OBJECTIVES

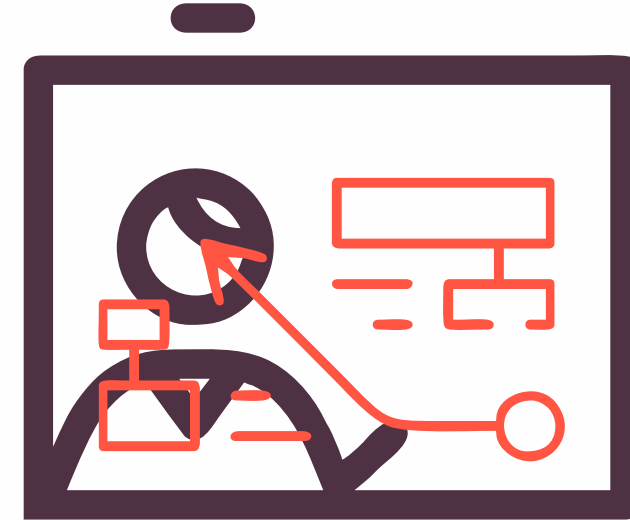
**Building the value system
anchored by People Philosophy**



Digital content development framework

Movate's Lightboard tutorials are the perfect supplement to the classroom training for Movators. Movate trainers create video content that is closer to the "in-classroom" experience that is augmented with live graphics overlay.

→ Harnessing the power of Lightboard technology



50+ videos created in soft-skills and technical skills

- ✦ Networking
- ✦ ARP
- ✦ IP header
- ✦ IP addressing
- ✦ Subnetting
- ✦ Traceroute
- ✦ Switching
- ✦ ICMP, PING, TCP, UDP
- ✦ DHCP, DNS, FTP
- ✦ VLAN, STP, OSPF
- ✦ Routing
- ✦ Router & firewalls
- ✦ Session table entry
- ✦ IPSec, SSL, AA

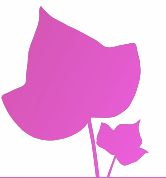
Soft-skills modules

- ✦ Grammar made easy: language essentials
- ✦ The world of sounds: vowels & consonant videos, syllable stress
- ✦ An Umbrella of Emotions: stress & anger management
- ✦ Creativity, adaptability & logical thinking
- ✦ Coaching for Success

Elevating the learning experience

Here are some ways how the tool is enhancing skilling programs for Movators.

- ✦ Communicating advanced concepts
- ✦ Personalized learning experience
- ✦ Resembles instructor-led-training experience
- ✦ Overlays graphics & presentations with lectures
- ✦ Enhances instructional videos
- ✦ Delivers rapid turnaround
- ✦ Curtails dependency on trainers
- ✦ Facilitates self-paced learning
- ✦ Offers reusability of learning content



Pg **57** **INDUSTRY
ACCOLADES**

Fiscal year
April 2022 to
March 2023



INDUSTRY ACCOLADES



Movate recognized among **top 100 organizations with the brightest future** by Comparably.
March 2023



Movate recognized by Comparably among **large companies with global footprint**.
March 2023



Movate features in the 2023 Inc. **Regionals: Southwest list**.
March 2023

Awards

75

International awards



EMERGED AS ONE OF

THE MOST AWARDED & ANALYST-ACCREDITED

COMPANIES IN ITS REVENUE RANGE



300+

Analyst recognitions



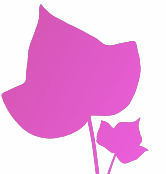
CEO, Sunil Mittal, listed as one among the **'World's Most Influential Decision Maker'** by Wall Street Journal, CEO Council.
March 2023



Movate recognized by CecureUs at **Safe Workplace Award 2023**.
March 2023



Movate adjudged the **winner** at the 7th Edition – Corporate Social Responsibility Summit & Awards 2023.
March 2023



INDUSTRY ACCOLADES



Movate recognized by iNFHRA
at the 7th Edition,
**Workplace
Excellence Awards.**
March 2023



“**Best Corporate HR
Practices**” for the “Career
Mobility Framework – Career
Aspiration Management Program
December 2022



Movate recognized at the
6th Annual **Best Places
to Work** Awards by
Comparably.
December 2022



Movate recognized at the
6th Annual **Best Places
to Work** Awards by
Comparably.
December 2022

Awards



Movate hailed as the
**Top 5 Contact Center
Outsourcing Providers**
at the CRM magazine's
Industry Leader Awards.
September 2022



Sunil Mittal recognized as
Executive of the Year
at the 19th Annual
International
Business Awards®
August 2022



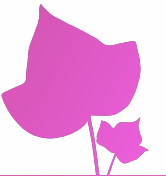
Movate recognized as the
**Most Admired IT Service
Company of the Year**
at the Golden Globe Tigers Awards.
June 2022



Movate bags Gold
and hailed as the
Stevie Winner.
May 2022



Movate recognized at the
**TITAN Business
Awards.**
May 2022



Analyst Recognitions

Intelligent CX
(AI & Analytics)



Global Leader
in Intelligent CX in
ISG Contact Center
Customer Experience
Provider Lens

September 2023

Social Media CX



Global Leader
in Social Media CX
in ISG Contact Center
Customer Experience
Provider Lens

September 2023

CX Services in Startups
and Emerging Brands



Leader
in NelsonHall's NEAT
Assessment for CX Services
in Startups & Emerging Brands
in multiple quadrants

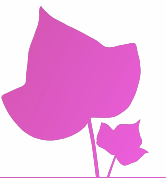
November 2022

Future of Work –
Services and Solutions



Global Leader
in ISG Managed Workplace
Services End User Technology
Mid Market, US Future of
Work Provider Lens

October 2022



Pg 61 GLOBAL PRESENCE

Over
12,000
Movators

Across
5
Continents



English Arabic Bahasa Indonesia Bahasa Malay Brazilian Portuguese Canadian French Cantonese Czech Dutch French German Hungarian Indian Languages Italian Japanese Korean Mandarin Polish Portuguese Russian Slovakian Spanish Tagalog Turkish Ukrainian

ABOUT MOVATE : Movate, formerly CSS Corp, is a digital technology and customer experience services company committed to disrupting the industry with boundless agility, human-centered innovation, and a relentless focus on driving client outcomes. Recognized as one of the most awarded and analyst-accredited companies in its revenue range, Movate helps ambitious, growth-oriented companies across industries stay ahead of the curve by leveraging its world-class talent of over 12,000 full-time Movators across 20 global locations and a gig network of thousands of technology experts across 60 countries, speaking over 100 languages.

For more information, please send a mail to **ESG.Global@movate.com**
(or) to **Shelton Victor** at **shelton.victor@movate.com** (or) visit **www.movate.com**

Copyright © 2024 Movate Inc. All Rights Reserved

