

# Corporate Social Responsibility

Corporate social responsibility (CSR) is an organization's initiatives to assess and take responsibility for the company's effects on environmental and social wellbeing. The term commonly applies to efforts that go beyond what may be required by regulators or environmental protection groups. CSR can also be referred to as corporate citizenship and can involve incurring short-term costs that do not provide an immediate financial benefit to the company, but instead promote positive social and environmental change.

NETSOL acts responsibly on behalf of the future generations for the fulfillment of economic, environmental, and social progress. The Company works with various foundations and trusts towards improving healthcare infrastructure, supporting primary education, rehabilitating women and children.

As a responsible corporate citizen, NETSOL undertook various projects for community welfare during the year, some of which are described here under: .

## Corporate Philanthropy

### 1.1 NetSol Education Support Program (NESP)

The NESP program is principally designed to support the education of children of eligible employees from Grade I - XII. It covers all permanent employees, working in "Admin Support Function" of NETSOL and its subsidiary company along with deserving individuals of the community. The employees and external individuals covered under this program are supported to educate their children and provide them with a better future. Currently, this initiative is helping 339 children with their education of 145 employees internally and externally 10 children of 3 families are being educated. These students go to both English and Urdu medium institutions. It is helping students throughout Pakistan; from Karachi to KPK, including the FATA area, Gilgit Baltistan, Chitral, and Azad Kashmir with children enrolled in 172 schools.



With higher education a top priority in the education sector, NetSol has fully supported over 5 students (children of NetSol's permanent staff) with Financial Aid for Bachelors and Masters level education. These students are acquiring education from well-reputed colleges and universities.

Extending its goodwill in education, NetSol is dedicatedly running Farooq Charity Trust School, Khanqah, Bahawalpur which is a backward area and the school itself required immense attention for its infrastructure and development.

Amongst many charitable projects, NetSol also contributed and supported the growth of Development in Literacy, DIL School System based in Khuda ki Basti, Sheikhupura, Punjab which encom-

passes state-of-the-art education for the underprivileged living in poor villages.

### 1.2 Employment of Special Needs People

The Company believes in equal opportunity while hiring resources. We facilitate and accommodate the special people who have relevant knowledge and skills. We currently have around 8 special needs employees working at NETSOL in diverse roles. These include both male and female employees. Additionally, we have a quota fixed for people living in the rural and less privileged areas who do not get much opportunities compared to the people in urban areas.



### 1.3 Energy Conservation

As a responsible corporate citizen and aligned with global imperatives, the Company continued to strengthen its energy conservation efforts and promoted the use of energy efficient products, awareness about reducing energy use in operations. Benefits include mitigating rapidly rising costs of fuel, shortage of electricity and the organizational resilience. We took the following measures for energy conservation during official hours:

- Switch off all unnecessary devices
- Operate AC's at 26 °C
- Switch off all AC's & lights during lunch break (01:00 PM – 02:00 PM)
- Switch off ACs & lights while stepping out of rooms or halls
- Make sure to shut down computer systems at the end of the day
- Green Office Program, involving promotion of green IT use practices, such as judicious use of equipment and virtualization of services
- Replacement of all energy savers and other lights currently used in the office with LED lights
- Data center and server rooms, being large consumers of energy in an IT landscape, have been standardized using an eco-friendly room design that incorporates power and cooling best practices
- Video and Audio Conferencing (VC and AC) usage is promoted steadily
- Minimizing the use of paper to promote a greener environment

### 1.4 Wheelchair Distribution

NetSol takes pride in being called "A Company with a Heart," and rightly so the company has never stepped back in providing aids. Keeping up to with the pride, NetSol financed surgery of a patient with a critical back condition which took place in China, later in Pakistan also and also provided the patient with a wheelchair for easy movement. Moreover, fully electric wheelchair was provided to couple of employees for their easy travel. Many such cases come

across where NetSol wholeheartedly provides wheelchairs to those who truly need so.

### 1.5 CEO's Experience Sharing

When years of hard work finally gives you the well-deserved success, there comes a point where one is ready to pass on the experience to others. Such are the sentiments of NetSol's Founder & CEO Mr. Salim Ghauri who after playing his role in building the company, is playing the role of giving back to his people by sharing his life journey. Every week he receives numerous invites from various institutes and forums which he wholeheartedly accepts even though, being a CEO, time is most precious. But even in his extremely caught up routine, Mr. Salim Ghauri attend these forums to deliver talks and lectures giving notes of positivity, of courage, of determination and of will-power. The major chunk of the audience remains the young minds for whom, most certainly inspiration matters a lot. And for the same, NetSol's doors are open for students who come to meet their idol Salim Ghauri, listen to his talk and are given a tour of the campus. Indeed, they leave with a great deal of inspiration and aspiration.



## 2. RELATIONSHIP WITH EMPLOYEES

### 2.1 Women Empowerment at Netsol

NetSol has always given utmost importance to female hiring at every possible level. From 22% females in 2014, the percentage has arisen to 26% in 2018 with women working in key positions. These women go through NetSol's developed training program which focuses on grooming, refining and developing skills to achieve the level of excellence. For our female workforce, a conducive work environment has been created which gives career growth, mentorship, trainings and values which they will always carry with them. NetSol also provides equal opportunity to handicap females with comfortable seating space, equal career growth opportunities, dedicated parking space, caring support staff and much more. Here is a Harassment Policy especially formulated to ensure the safety of NetSol's female staff.



### 2.2 In-house Doctor

In an effort to curb health care costs and provide employees with more convenient means of addressing urgent chronic health needs, NETSOL has a company provided in-house medical doctor and professional nursing staff available from 9:00 am to 5:00 pm on a daily basis.



### 2.3 Free Lunch and Gymnasium

The Company also maintains a cafeteria at its premises where complementary lunch and dinner is provided to all the staff members. In addition, we also provide a healthier (organic) alternate lunch option to the employees. The same food is served to both, the management and other employees including support staff. This facility is also available at other regional offices of the Company. The Company has also invested in a sports complex for indoor games such as table tennis, snooker, football, etc. A gymnasium with state of the art fitness equipment is also maintained for the employees.



## 2.4 Pick & Drop and Day Care Facility

To encourage female population to take part in the development of the country, the Company also provides pick and drop facility to its female staff members. The facility runs from their doorstep at a very subsidized rate. Additionally, day care facility is provided to both male and female employees at subsidized rates. A group of skilled instructors trained in child education regularly visits the center for the learning and development of children. NETSOL has assumed shared responsibility for the children of its employees.



## 2.5 Bikes for Male Employees

A bike purchase program has been initiated for male employees. Through this program, employees are facilitated to purchase bikes through easy installments, with major percentage of payment contributed by the Company.



## 2.6 Fire and Safety Staff

NETSOL is dedicated to protecting its employees and property from accidents at all times. Keeping this in mind, our fire and safety staff provides quality life-safety education to our employees. Our Fire and Safety staff conduct regular drills to ensure that employees are well versed in methods of safety.

## 2.7 Umrah Draws

Every year employees are awarded Umrah through random balloting. In 2018, three Company employees along with one family member each went to perform Umrah through computerized draw on the company's expenses.

## 3. BUSINESS ETHICS AND ANTI-CORRUPTION MEASURES

### 3.1 Intellectual Property Rights and Cyber Crime

NETSOL holds frequent activities to ensure that the employees are working within the Company's Code of Conduct (Code). The Code is thoroughly observed throughout the organization and employees are also required to sign off on the Code. There is zero tolerance towards corruption in the Company. Employees are encouraged

to contact the audit committee directly whether anonymously or otherwise in case they come to know about any monetary irregularities or suspicious activities taking place in the Company. For this purpose, drop boxes have been placed at prominent places within the Company's office. More so, an awareness session took place on Intellectual Property Rights (IPR) and Cyber Crime by a well-experienced team from Federal Investigation Authority (FIA). The objective was to alert the employees of social media stalking, trespassing and legal actions of such an act.

### 3.2 Social Media Essential

With the times advancing, it has become necessary to stay updated with the social media norms as well. For this purpose, a two days workshop was held for the employees to learn the essentials of social media and how these fundamentals can be and cannot be implemented at workplace.

## 4. OCCUPATIONAL SAFETY AND HEALTH

We take it as our responsibility to provide a safe and healthy workplace to our employees and other stakeholders. The provision of a safe working environment is paramount at NETSOL. NetSol realizes its responsibility towards keeping the environment disease, infection and allergen free. Fumigation activities are periodically carried out within and around the office campus to make sure that harmful diseases are eradicated for the safety of our staff members.

### 4.1 Health Talks

NetSol is always willing to go the extra mile in making sure that its employees are healthy, both physically and mentally. To ensure that it does the best for its employees and for the welfare of the society as a whole, talks and lectures are held in the office premises encircling important subjects for a healthy lifestyle such as stress, anxiety, depression, less pain more gain and keeping fit etc.



### 4.2 Population Awareness

Our government with its newly formed units and reforms, is spreading awareness on various fronts. NetSol committedly supports the initiatives of the government including Punjab Population Innovation Fund (PPIF). NetSol and PPIF came together for an awareness session on population planning which was given to the support staff of the company. We believe, such a topic must be discussed on all levels and not only in rural areas, but in urban areas as well. These sessions shall continue in the future for female and male staff as well. The fundamental cause of which is to spread awareness of population control and benefits of family planning.

### 4.3 Safety Drills

We also operate disaster prevention and recovery plan and periodically conduct various safety drills for complete evacuation, firefighting, cardiopulmonary resuscitation and first aid methods and various

awareness campaigns including dengue precautions

**4.4 Tree Plantation Drive**

We believe that one of its responsibilities is to be environment friendly and recognize the global climate change as a cause for concern. Keeping these views in mind, the Company organized a tree plantation drive and planted 1,000 trees in the outskirts of Lahore for a greener and healthier environment.



**5. AWARENESS & MOTIVATION**

Company puts utmost focus on its employees learning and growth, for which it has been continuously creating awareness and motivating them. It conducted various awareness sessions for its employees during this year. Few of them are:

**5.1 Pink Ribbon, Breast Cancer Awareness Campaign**



Joining hands with Shaukat Khanum Cancer Hospital, NetSol organized an awareness campaign representing breast cancer in Pakistan and supporting SKMCH to eradicate it. Director Marketing at SKMCH graced the event and spoke to the female staff of the Company regarding this subject which has unfortunately widely grown in

Pakistan.

**5.2 World Women’s Day**

To celebrate the being of an important figure in everybody’s lives, NetSol celebrated Women’s Day as Women’s Week with four days of talks by inspirational women from all walks of life. These speakers included Hamna - CEO of Organic Green Earth and Amayl (Organic make-up), Ainee Faisal – Fashion Designer, Dr. Shaheena Asif – Consultant Obstetrics & Gynaecologist and Ramma Saad – Founder Khouj Women. The week dedicated to their hard work and role they play both at home and work, ended with the male staff giving motivational messages to the females around them and discount packages for the male staff.

**5.3 Cancer Combat Cricket League**

NetSol came together with Lahore CPS Club Pvt Ltd for a Tape Ball Tournament to support Cancer Combat and to spread cancer awareness through cricket. The membership fee for this club went as donation from the Company.

Motivation is an everyday and an on-going practice. Company persistently motivates its employees by various initiatives. Some of them in this year were:

1. ‘Main na manon haar’ sessions with former Olympian cyclist Muhammad Ashiq
2. ‘Moms back to work’, an activity for working mothers to step-back in their career.

**6. CONTRIBUTION TO NATIONAL EXCHEQUER**

We have always showed our responsibility by paying all government taxes in time and without any delay. For the year ended June 30, 2018 we made our humble contribution to the National Exchequer by way of general sale tax, income tax and other government levies.

Description	Rupees (000s)
Income Tax	16,488
Sales Tax	1,906
Withholding Tax	224,615

“ NetSol is always a step ahead in goodwill. ”