

## Familiarization programme for Non-Executive Directors

An important aspect of board effectiveness is the appropriate attention to development and training of non-executive directors on the lines of management development and training. The company sees director induction as a first step of the board's continuing improvement. It is the company's firm belief that investment in board development strengthens the board as well as the individual directors. Directors are regularly updated on changes in policies and programmes, laws and the general business environment.

The company ensures that non-executive directors are familiarized with the company, their roles, rights, responsibilities in the company, nature of the industry in which the company operates and the business model of the company, through various programmes and at regular intervals.

At the time of induction and subsequently on a sustained and regular basis, the independent directors are provided an overview of:

- Introduction, company history and genesis
- Overview of company operations comprising details of the company's service business units and business model, clientele and functional service offerings
- Key financial highlights
- Details of the group (comprising the subsidiaries, joint ventures and associate companies)
- Board of directors and committees of the board, their operations, charter and functioning
- Key management personnel details
- Highlights of the HR, Quality and Innovation functions
- Corporate governance practices, processes and procedures, including board and Committee functioning
- Corporate social responsibility initiatives
- Business responsibility initiatives of the company

In addition, all regulatory and statutory changes that occur are also periodically brought to the notice of the non-executive directors.

All non-executive directors also get to interact with the senior management of the company. The Executive Chairman, Managing Director & CEO, the heads of the business units, HR and Finance interact with the non-executive directors from time to time.