



FROST & SULLIVAN



SUSTAINABILITY 4.0 AWARDS

PURPOSE | PARTNERSHIP | PLANET | PEOPLE

SELF ASSESSMENT DOCKET (Service Industry)

COMPANY NAME _____

FACILITY LOCATION _____

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SECTION – 1

GENERAL PERFORMANCE INDICATORS – FOR ALL SERVICE COMPANIES

SUSTAINABILITY INDICATORS	FY 2016	FY 2017	FY 2018
PURPOSE			
Total Revenue (INR or USD)			
EBITDA (percentage)			
Risks and opportunities posed by climate change (physical, regulatory) on the business operation identified? (if yes, please share the details)	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Sustainability policy outlining the organization vision, aim, objective and goals? (if yes, please share the policy)	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Sustainability materiality assessment conducted? (if yes, please share the outcome of the exercise and action plan for the material issues identified)	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Sustainability performance reporting / disclosure as per National / International Frameworks (GRI, CDP, UNDP, DJSI, NVG etc)?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
PARTNERSHIP			
Key stakeholder's mapping and engagement conducted? (if yes, please share details of mapping exercise and the engagement outcome)	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Policy on responsible sourcing (if yes, please share details of the policy)	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Revenue contribution from repeat customers to the total revenue (percentage) ¹			
Customer complaint resolution time (days or hours) ²			
Revenue spent on CSR activity as percentage of three year average net profit (percentage) ³			
PLANET			
Energy Intensity (Mwh/UoM), specify the UoM used			
Share of total energy consumption coming from renewable sources (percentage) ⁴			

SUSTAINABILITY INDICATORS	FY 2016	FY 2017	FY 2018
Per capita water consumption (KL/full time employee)			
Total Greenhouse gas emissions (tCO ₂ e)			
Total quantity of e-waste generated (tonnes)			
PEOPLE			
Policy on equal opportunity, anti-harassment and non-discrimination at workplace? (if yes, please share the policy)	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Average employee training hours (hours/employee/year) ⁵			
Overall Employee Satisfaction Score (percentage)			
Employee attrition rate (percentage) ⁶			
Gender diversity ratio (male : female)			
Employee Absenteeism (percentage) ⁷			

Note: Reference to the footnotes is given in the annexure.

For indicator disclosure wherever data is not available or not applicable kindly mention as remarks



SECTION 2: SPECIFIC PERFORMANCE INDICATORS

1. FOR FINANCIAL SERVICES

SUSTAINABILITY INDICATORS	FY 2016	FY 2017	FY 2018
Data security and customer privacy policy? <i>(if yes, please share the policy)</i>	Yes <input type="checkbox"/>		No <input type="checkbox"/>
Policy and management approach to improve financial literacy amongst customers? <i>(if yes, please share details of the policy and initiatives taken)</i>	Yes <input type="checkbox"/>		No <input type="checkbox"/>
Number of customer touch points introduced in low populated or economically disadvantaged areas <i>(number)</i>			
Lending and / or assets managed that takes into consideration of Environment, Social and Governance (ESG) factors* <i>(percentage)</i>			
Percentage IT products and materials that are refurbished <i>(percentage)</i> ⁸			
Customer satisfaction score <i>(percentage)</i>			

* Applicable for banks and asset management companies

** Applicable for insurance companies.

2. FOR IT/ITES, BPO and KPO

SUSTAINABILITY INDICATORS	FY 2016	FY 2017	FY 2018
Policy on Information and Data Security? <i>(if yes, please share the policy)</i>	Yes <input type="checkbox"/>		No <input type="checkbox"/>
Mechanism to address end-of-life IT product disposal, tack-back, reuse and recycling <i>(if yes, please share the details)</i>	Yes <input type="checkbox"/>		No <input type="checkbox"/>
Percentage IT products and materials that are refurbished <i>(percentage)</i> ⁸			
Environment, Social and Governance (ESG) aspects included in supplier selection criteria? <i>(if yes, please share details of the ESG criteria)</i>	Yes <input type="checkbox"/>		No <input type="checkbox"/>
Percentage of suppliers evaluated on ESG requirements <i>(percentage)</i> ⁹			
Data Center Power Usage Effectiveness (PUE) ¹⁰			
Share of total water consumption contributed from recycling and , reuse <i>(percentage)</i> ¹¹			
Customer satisfaction score <i>(percentage)</i>			



3. FOR TELECOMMUNICATION

SUSTAINABILITY INDICATORS	FY 2016	FY 2017	FY 2018
Policy relating to collection, usage and retention of customer information? <i>(if yes, please share the policy)</i>	Yes <input type="checkbox"/>		No <input type="checkbox"/>
Mechanism to address end-of-life IT product disposal, tack-back, reuse and recycling <i>(if yes, please share the details)</i>	Yes <input type="checkbox"/>		No <input type="checkbox"/>
Data Center Power Usage Effectiveness (PUE) ¹⁰			
First Call Resolution rate (percentage) ¹²			
Average Call Handling Time (minutes) ¹³			
Practices to ensure health and safety of the on-field personnel <i>(if yes, please share the details)</i>	Yes <input type="checkbox"/>		No <input type="checkbox"/>
Policy to safeguard customers health and safety during the use of telecommunication products & services <i>(if yes, please the policy details)</i>	Yes <input type="checkbox"/>		No <input type="checkbox"/>

4. FOR HOSPITALS

SUSTAINABILITY INDICATORS	FY 2016	FY 2017	FY 2018
Policy to ensure the patients is adequately informed about the services and price? <i>(if yes, please share the policy)</i>	Yes <input type="checkbox"/>		No <input type="checkbox"/>
Overall patient satisfaction scores (percentage)			
Hospital bed turnover rate ¹⁴			
Repeat customer base (percentage)	In-patient		
	Out-patient		
Drugs and Consumables procured from local purchase (percentage)			
Share of total water consumption contributed from recycling and reuse (percentage) ¹¹			
Total weight of bio medical waste generated (kg)			
Total weight of food waste generated (kg)			

5. FOR CONSTRUCTION

SUSTAINABILITY INDICATORS	FY 2016	FY 2017	FY 2018
Percentage of recycled material used that replaces the virgin input raw material purchased (<i>percentage</i>) ¹⁵			
Share of total water consumption contributed from recycling and reuse (<i>percentage</i>) ¹¹			
Policy and practices to mitigate adverse impact on the biodiversity? (<i>if yes, please share the policy</i>)	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Quantity of hazardous waste generated (<i>tonnes</i>)			
Project On-Time Completion Rate (<i>percentage</i>) ¹⁶			
Practices to ensure health and safety of the on-field personnel (<i>if yes, please share the details</i>)			

6. FOR HOTELS

SUSTAINABILITY INDICATORS	FY 2016	FY 2017	FY 2018
Hotel Room occupancy rate (<i>percentage</i>) ¹⁷			
Compliance to food safety and quality regulations (<i>if yes, please share the details</i>)	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Average water consumption per guest (<i>KL/guest</i>)			
Quantity of food waste generated (<i>kg</i>)			
Customers satisfaction score (<i>percentage</i>)			
System for emergency evacuation and fire safety? (<i>if yes, please share the details</i>)	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Number of employees trained on fire safety and evacuation (<i>numbers</i>)			



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SECTION – 3 (only list the projects undertaken, details can be shared during site assessment)

Question 1:

What are the initiatives undertaken by the organization to enhance the employee well-being?

Question 2:

List key projects undertaken by the organization to reduce its environmental footprint.



ANNEXURE: Calculation approach for Indicators

1. Revenue generated from repeat customers base

$$= \frac{\text{Revenue generated from repeat customers}}{\text{Total revenue generated from overall customers}} \times 100$$
2. Customer complaint resolution time (average time)

$$= \frac{\text{Total time taken to resolve customer complaint to customer satisfaction}}{\text{Total number of customer complaints}}$$
3. Revenue spent on CSR activity as percentage of three year average net profit

$$= \frac{\text{Amount spent on CSR}}{\text{Average net profit of the company during the preceding 3 financial year}} \times 100$$
4. Share of total energy consumption coming from renewable sources

$$= \frac{\text{Energy consumed from renewable source}}{\text{Total energy consumption}} \times 100$$
5. Average employee training hours

$$= \frac{\text{Total number of training hours provided to employees}}{\text{Total number of employees}}$$
6. Employee Attrition Rate

$$= \frac{\text{Total no. of employee resigned in year}}{\text{Average no. of employees in year}} \times 100$$
7. Employee Absenteeism

$$= \frac{\text{Number of workdays lost due to absenteeism}}{\text{Total number of available workdays}} \times 100$$
8. Percentage of IT products and materials that are refurbished

$$= \frac{\text{Number of IT products refurbished (reconditioned and replaced)}}{\text{Total number of new IT products procured}} \times 100$$
9. Percentage of suppliers evaluated on ESG requirements

$$= \frac{\text{Suppliers evaluated with ESG requirement}}{\text{Total supplier base}} \times 100$$
10. Data Center Power Usage Effectiveness

$$= \frac{\text{Total amount of energy used by data center facility}}{\text{Energy delivered to computing equipments}}$$
11. Share of total water consumption contributed from recycling and reuse

$$= \frac{\text{Quantity of water recycled and reused}}{\text{Total water consumption}} \times 100$$
12. First Call Resolution rate

$$= \frac{\text{Number of inbound calls resolved during the first contact with customer}}{\text{Total number of inbound customer calls}} \times 100$$
13. Average Call Handling Time

$$= \frac{\text{Total handling time taken for calls}}{\text{Total number of customer calls}}$$
14. Hospital bed turnover rate

$$= \frac{\text{Total patient admission in a year}}{\text{Total number of beds in the year}}$$



15. Percentage of recycled material used that replaces the virgin input raw material

$$= \frac{\text{Weight of recycle material used}}{\text{Total weight of virgin raw material input}} \times 100$$

16. Project On-Time Completion Rate

$$= \frac{\text{Number of projects completed on time}}{\text{Total number of projects}} \times 100$$

17. Hotel Room occupancy rate

$$= \frac{\text{Total number of rooms occupied in a year}}{\text{Total number of rooms available}} \times 100$$