

hSenid Business Solutions PLC Sustainability Report



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- Executive Summary
- Empowering Change: The Role of Sustainable Product in Shaping a Better Tomorrow
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Introduction

hSenid Business Solutions PLC is a leading provider of Human Capital Management (HCM) software, serving the South Asia, Southeast Asia, and the Middle East & Africa regions. Our flagship brand, PeoplesHR, covers the complete hire-to-retire employee journey, catering to ~1,675 organisations across 40 countries in more than 20 key industries. Over the past year, the Company transformed itself to better compete in the global HCM space. hSenidBiz adopted a highly focused approach to its business, both in terms of target markets and product development. Significant investments were made in bolstering our talent pool, product capabilities, and processes to meet the needs of existing and potential customers.

Executive Summary

As part of our commitment to sustainability and ethical business practices, hSenid Business Solutions PLC made significant progress in 2024 in enhancing our governance and social responsibility initiatives. We believe fostering a positive workplace culture and upholding the highest governance standards are essential to our long-term success and maintaining the trust of our stakeholders. hSenid Business Solutions PLC is dedicated to further strengthening our governance structures, ensuring they remain strong, inclusive, and aligned with the highest standards of integrity, while continually improving our social responsibility efforts.



hSenid Business Solutions PLC, we believe that a friendly work culture, coupled with equal gender diversity, fosters creativity, collaboration, and success. We celebrate every individual's contribution, knowing that our strength lies in our unity and inclusivity.

CEO's Message

At PeoplesHR, ESG is not just a commitment, it is a foundation for how we operate, collaborate, and innovate. We continue to embed environmental, social, and governance values into our solutions, delivering secure, inclusive, and impactful technology to our global partners.

This year, we advanced our product roadmap with stronger data privacy, employee wellbeing, and accessibility features to support sustainable workplaces.

As I often say, “Technology must evolve with purpose - serving people while protecting what matters most.”

We thank our teams, clients, investors, and partners for their continued trust. Together, we are creating a future where business growth is powered by purpose, integrity, and care for the communities we serve.

Sampath Jayasundara
Chief Executive Officer



A Leadership Outlook: Embracing Change and Opportunity



Nilendra Weerasinghe
Chief Financial Officer

“PeoplesHR integrates ESG principles to promote sustainability and inclusivity, aligning financial goals with innovative HR solutions. We are committed to empowering our people and clients for sustainable growth.



Asitha Goonewardena
Chief Product Owner

“Integrating sustainability into every facet of our business, fostering long-term environmental, social, and economic well-being for future generations.



Dinushan Tennakoon
Director - HR

“Sustainable tech starts with empowered people and driving impact through diversity, well-being, and innovation.



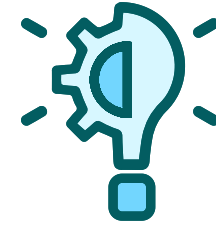
Suvini Delpachithra
Manager - Internal
Audit & Compliance

“PeoplesHR embeds sustainability within its core values, reflecting our unwavering commitment to a better and more sustainable future.

Values

We

Are Globally Competitive.
Are Customer Centric.
Honor Commitments.
Are Friendly.
Respect Our Partners.
Innovate.



Our Vision

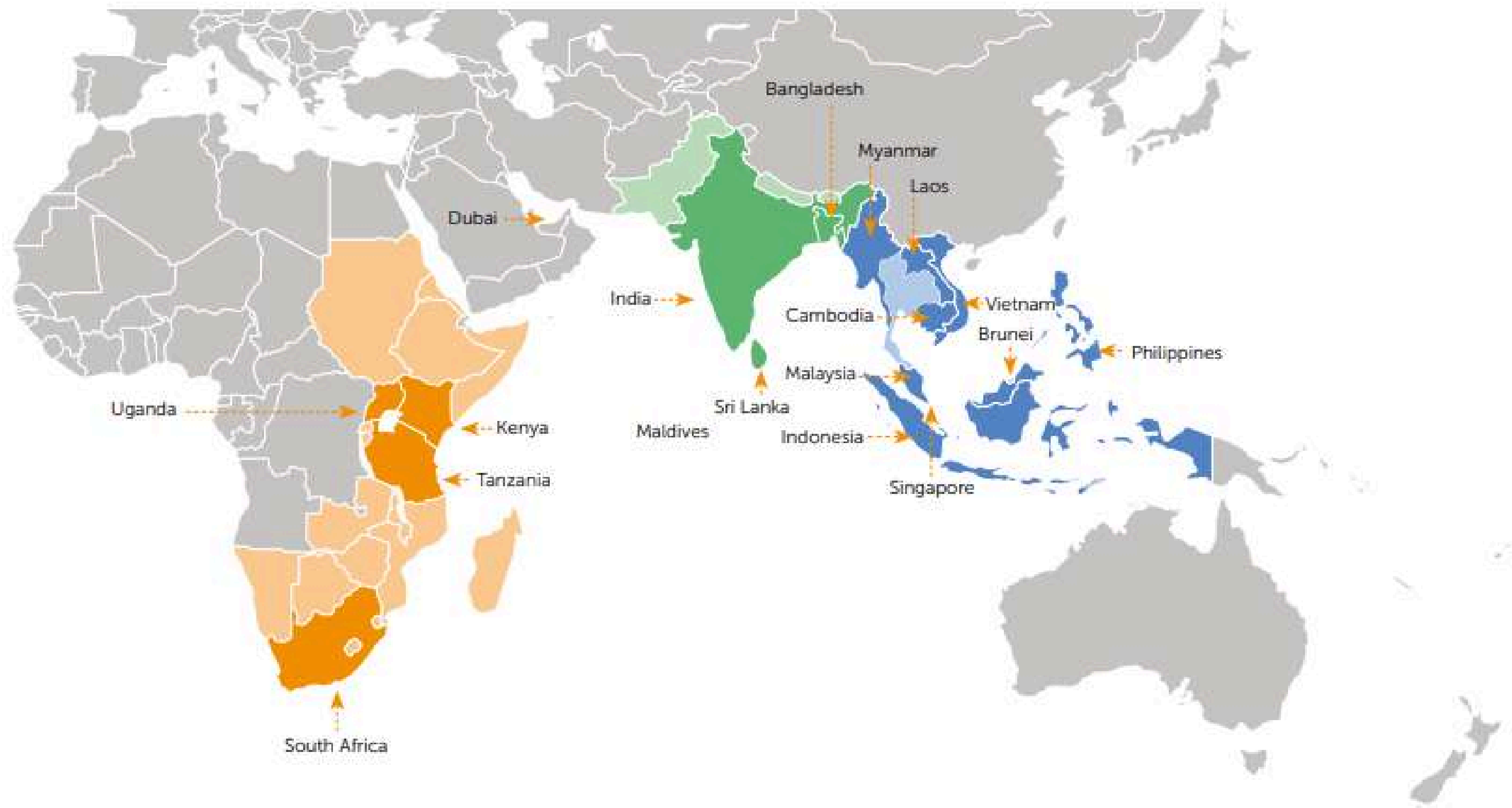
“Make Life Easy”



Our Mission

Become the most preferred HCM Solutions provider in Asia Pacific & African regions with a globally competent workforce, agile and AI driven product innovations through Interdependence, Interoperability, and Integration with global best practices.

Our Operational Presence



Sustainability Objectives

Environmental Sustainability:

- Encouraging hybrid work models: hSenid embraces a hybrid working culture to optimize energy efficiency and reduce office energy consumption. This approach not only supports sustainability efforts but also enhances flexibility and productivity for employees.
- E-Waste Management: Responsible disposal and recycling of electronic waste.

Social Responsibility:

- Align with local community organizations and initiatives that align with sustainability values and support them through partnerships or contributions.
- Creating knowledge workers to enhance IT and business sector knowledge and career opportunities.

Advancing Inclusive, Ethical, and Employee-Centric HR Practices through the Following Strategies:

- Promoting diversity, equity, and inclusion (DEI) in recruitment and talent management.
- Supporting employee well-being through mental health, learning, and development initiatives.
- Ensuring fair labor practices across all regions of operation.
- Engaging in community development and CSR activities.
- Providing HRIS functionalities that support DEI, employee engagement.

Sustainability Objectives *continued*

Governance:

- Cybersecurity: Implementing cybersecurity measures to protect customer and company data.
- Data Governance: Ensuring data is managed responsibly and ethically.
- Data Privacy: Ensuring the protection of customer data and respecting user privacy.
- Ethical Leadership: Promoting ethical behaviour among IT leadership and management.



Empowering Change: The Role of Sustainable Product in Shaping a Better Tomorrow



The Role of HRIS in Environmental Sustainability

Digital HR Operations

- E-signatures, digital payslips, and electronic document storage reduce paper consumption.
- Online recruitment and virtual onboarding minimize travel-related carbon emissions.

Remote & Hybrid Work Management

- HRIS tracks and optimizes remote work policies, reducing the need for office space and energy consumption.
- Helps measure employee commuting patterns to support green initiatives.



The Role of HRIS in Social Responsibility

Diversity, Equity & Inclusion (DEI)

- Analytics to track diversity metrics (gender ratio, pay equity, hiring trends).
- Bias-free recruitment through automated resume screening.

Employee Well-being & Engagement

- HRIS enables pulse surveys and feedback tools to assess employee satisfaction.
- Integration with wellness programs, mental health support, and flexible work policies.

Learning & Development for ESG Awareness

- HRIS-powered LMS (Learning Management System) delivers sustainability training.
- Upskilling employees in green business practices and ethical leadership.



The Role of HRIS in Governance

Compliance & Policy Management

- Tracking of labour laws and ESG compliance regulations.
- Digital policy acknowledgment ensures employees are aware of company guidelines.

Workforce Transparency & Accountability

- Performance tracking ensures fairness in promotions and compensation.
- Audit trails support data accountability by tracking user activities and detecting unauthorized access, ensuring transparency and integrity in HR systems



Leveraging HRIS Features to Drive ESG Initiatives and Promote Sustainable Business Practices



Key HRIS Features Enabling ESG

- **HR Workforce Analytics** – Insights on employee demographics, attrition, and diversity.
- **Real-time Reporting Capabilities** – Our real-time reporting capabilities enable organizations to align their reporting with sustainability and governance standards
- **Employee Self-Service Portals** – Employees can access HR policies, training, and sustainability initiatives.
- **Automated HR Processes** – Minimizes manual intervention, reducing errors and ensuring compliance.
- **Engagement & Well-being Tools** – Surveys, recognition programs, and well-being initiatives integrated within HRIS.
- **Employee Happiness Dashboard** - Can measure the individual happiness levels.



HRIS is a key enabler of ESG strategies, helping organizations track, measure, and improve sustainability, social responsibility, and governance.

PeoplesHR provides the right tools to support ESG goals with its advanced HR technology.



Integrating Environmental Sustainability with Ethical Practices for a Responsible Future



Environmental Sustainability and Ethical Practices

Adopting a Proactive Approach to Environmental Sustainability

At hSenidBiz, we're dedicated to creating procedures that let us successfully control sustainability risks. This entails working together with our clients and staff. To guarantee environmental preservation and advance sustainable development, we have incorporated environmental sustainability into our company's strategic planning and commercial operations. The PeoplesHR solution, our primary business offering, exemplifies the tagline "Simple. Fast. Green." by emphasising its eco-friendly methodology and effective simplification of HR operations for our 1,675 clients.

Environmental Sustainability and Ethical Practices *continued*

Responsible Disposal of Electronic Devices

A methodical approach to the safe and responsible disposal of electronic devices is described in the "Electronic Devices Disposal Procedure." The procedure starts with the evaluation and inventory of every equipment that is going to be disposed of in order to ascertain its operation and state.

All devices undergo secure data erasure, which uses approved software or physical destruction techniques to safeguard private data.

After that, devices are categorised according to how they are disposed of—reuse, recycling, or waste—while abiding by the applicable laws. Non-storage functional devices are either assessed for possible internal reuse or given consideration for donation to community organisations, non-profits, or educational institutions. Certified e-waste recycling businesses receive devices that cannot be given or reused, making sure they adhere to safety and environmental regulations.

This procedure guarantees the safe, responsible, and ecologically friendly disposal of electrical devices.

Environmental Sustainability and Ethical Practices *continued*

Building Trust and Integrity: The Foundation of Ethical Business Practices

Market competitiveness and sustainable development depend on ethical trading practices. The Sri Lankan National Chamber of Exporters (NCE) has created eight guidelines to encourage moral behaviour among Sri Lankan exporters that are centred on People, Profit, and Planet.

To keep their competitive advantage in the global market, exporters must uphold sustainable development, fair business practices, and environmental protection.

A strong message is conveyed by NCE's Certificate of Ethical Trading (CET), which hSenidBiz received on June 27, 2024. Our dedication to moral behaviour, employee engagement, investor trust, and revenue growth is demonstrated by this accreditation, which further strengthens our commitment to ethical projects.

Long term, we want to implement rules that are in accordance with international standards appropriate for the company's operations and integrate not just local but also worldwide best practices.

By these initiatives, hSenidBiz hopes to lead the industry in ethical business practices and environmental sustainability, showcasing our dedication to a more just and environmentally friendly future.

Environmental Sustainability and Ethical Practices *continued*

Our Achievements

- Received the Certificate of Ethical Trading (CET) in June 27, 2024.
- We are honored to receive the Gold Award in the ICT, BPO & Related Services Sector in the Large Category at the 32nd Annual Export Awards 2024, marking our 5th consecutive year of excellence.



Governance

Corporate Governance

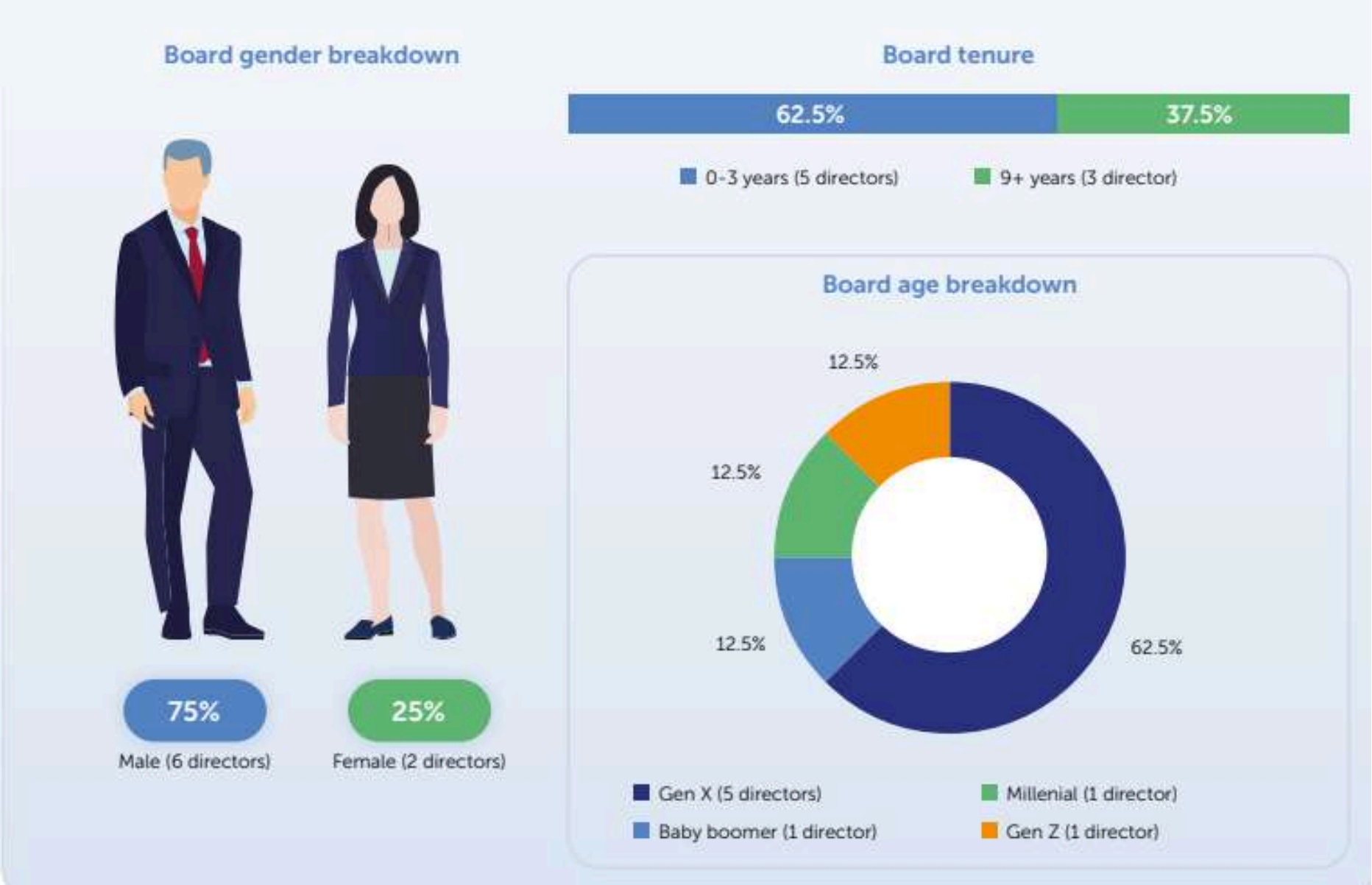
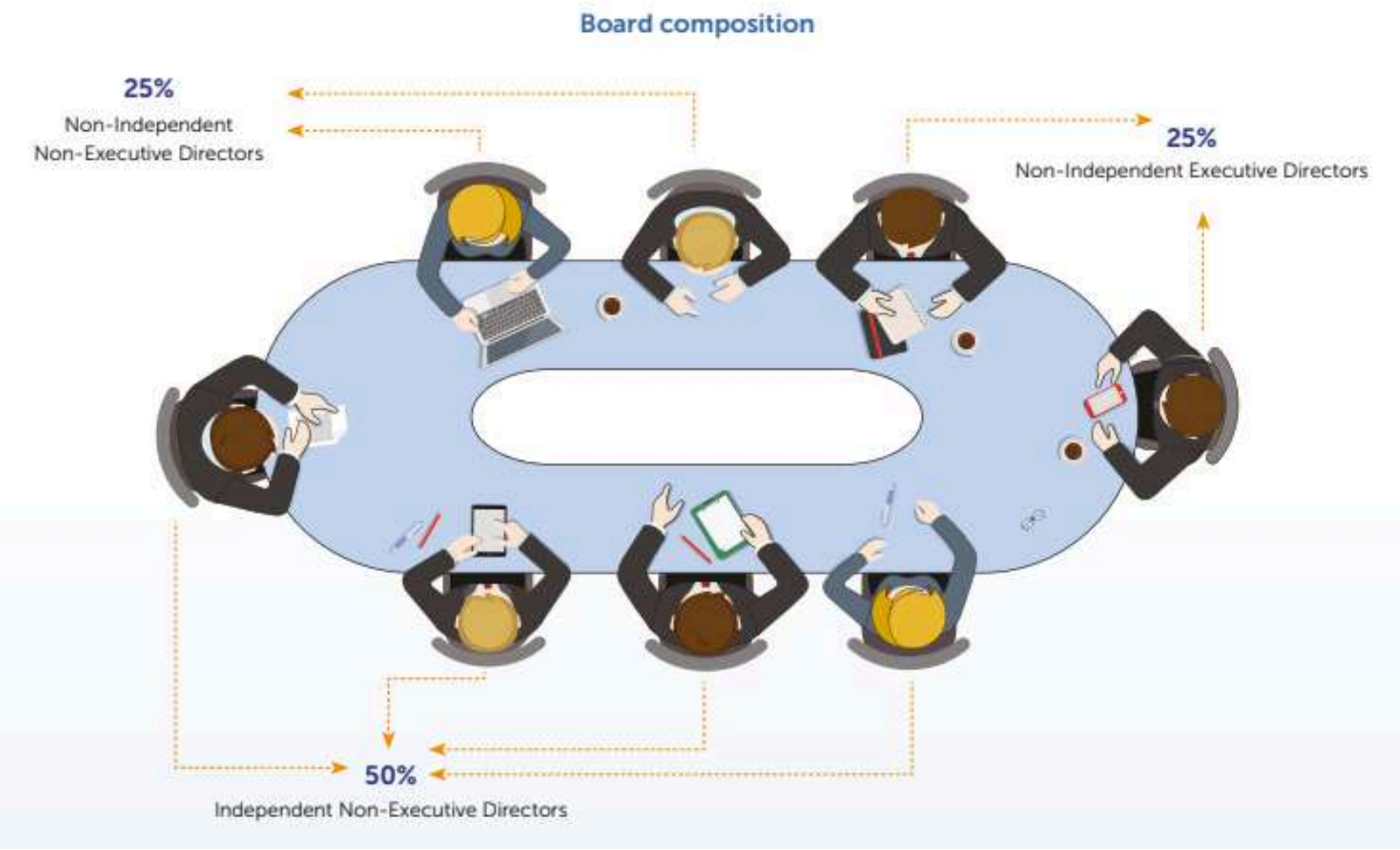
The Directors place great emphasis on instituting and maintaining effective corporate governance practices and principles in respect of the management and operations of the Company. Accordingly, systems and structures have been introduced and improved from time to time, to enhance risk management measures and to improve accountability and transparency.

The Colombo Stock Exchange (CSE) published its updated corporate governance regulations for listed entities in October 2023, with compliance for most regulations mandatory by October 2024. These guidelines are included in Section 9 of CSE Listing Rules. In line with these requirements, the Company has made the necessary changes to the corporate governance guidelines and are in the process of being fully compliant. In addition, hSenidBiz has also complied with Corporate Governance rules laid down by The Institute of Chartered Accountants of Sri Lanka (CA Sri Lanka).

Board Diversity

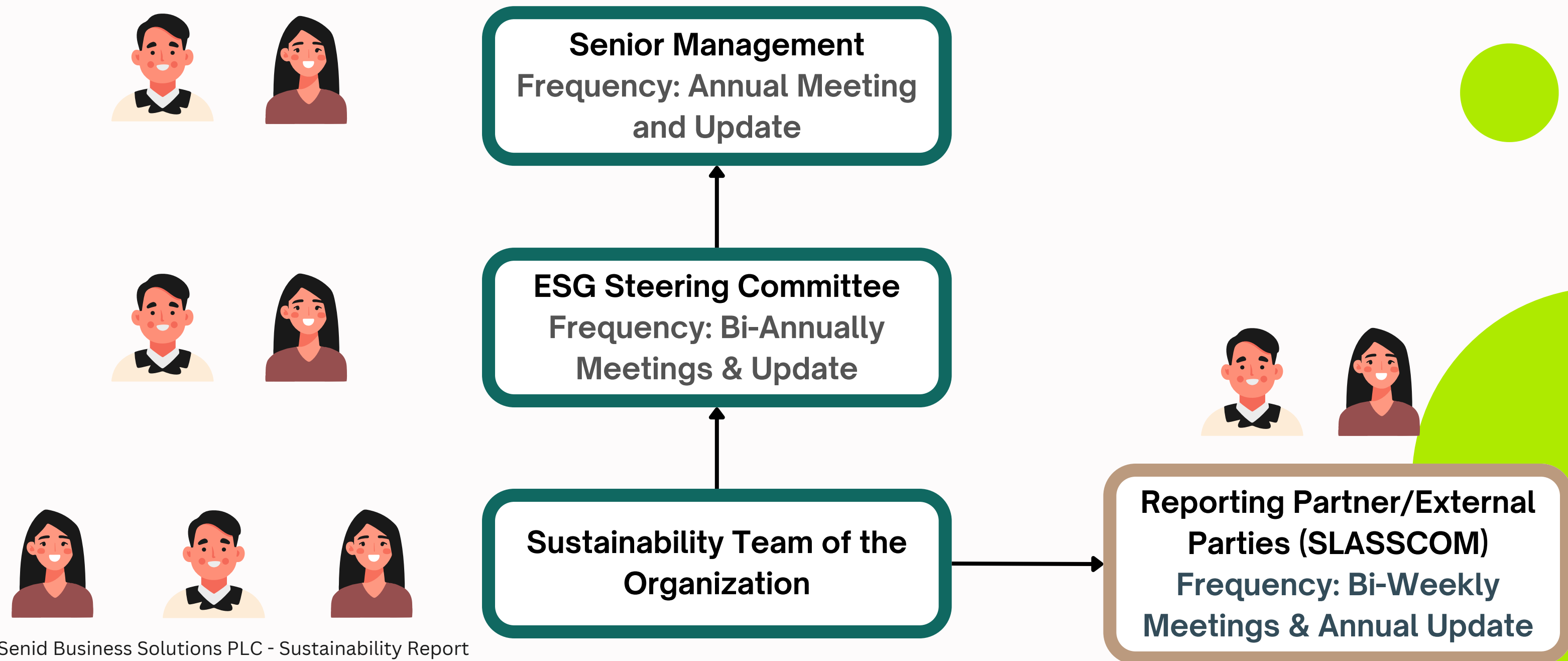
The Board has sufficient experience to address hSenidBiz's current demands and is made up of individuals with a variety of professional and academic backgrounds. However, the Board will keep reviewing its members' skill sets and experience on a regular basis to make sure they meet business needs and the intricacy of operations.

Board Composition



Effective Governance: Building Trust, Accountability, and Long-Term Success

Sustainability Governance Structure



Sustainability Risk Management

Risk	Description	Mitigation Action
Cybersecurity	System security and data privacy risks.	Regularly carrying out vulnerability and penetration testing of products and systems. Maintaining compliance with ISO/IEC 27001:2022 and ISO/IEC 27017:2015. Adhering to the Company’s internal Client Data Protection Policy, applied both internally and externally, which outlines Company policy for managing and safeguarding client data.
Impact on the E-waste Management	Possibility of an impact on the e-waste management process due to the shortening of the hardware replacement cycle.	Partnerships with certified e-waste recyclers, and the adoption of circular economy practices such as refurbishing, reusing, or reselling hardware. Prioritize procurement of eco-friendly, modular, and upgradable equipment to extend usability

Sustainability Risk Management *continued*

Risk	Description	Mitigation Action
Business Continuity Plan	Inadequate testing of the Business Continuity Plan through realistic, case-by-case scenarios can increase the likelihood of business interruptions.	Conduct Business Continuity Plan testing with realistic scenarios, while engaging with key stakeholders, identifying gaps, and updating the Business Continuity Plan based on the results to ensure effective preparedness.
Impact on the organization due to significant incidents in vendors	Possibility of supply chain attacks due to vendors being targeted and exploited by threat actors	Updating the Supplier Agreement with clauses related to communication during security incidents

Information Security and Cloud Security Management at hSenid

We take a comprehensive approach to information security at our company to ensure data remains protected. Cryptographic techniques are employed to maintain data confidentiality and ensure non-repudiation, preventing unauthorized access and verifying the authenticity of communications. In addition,

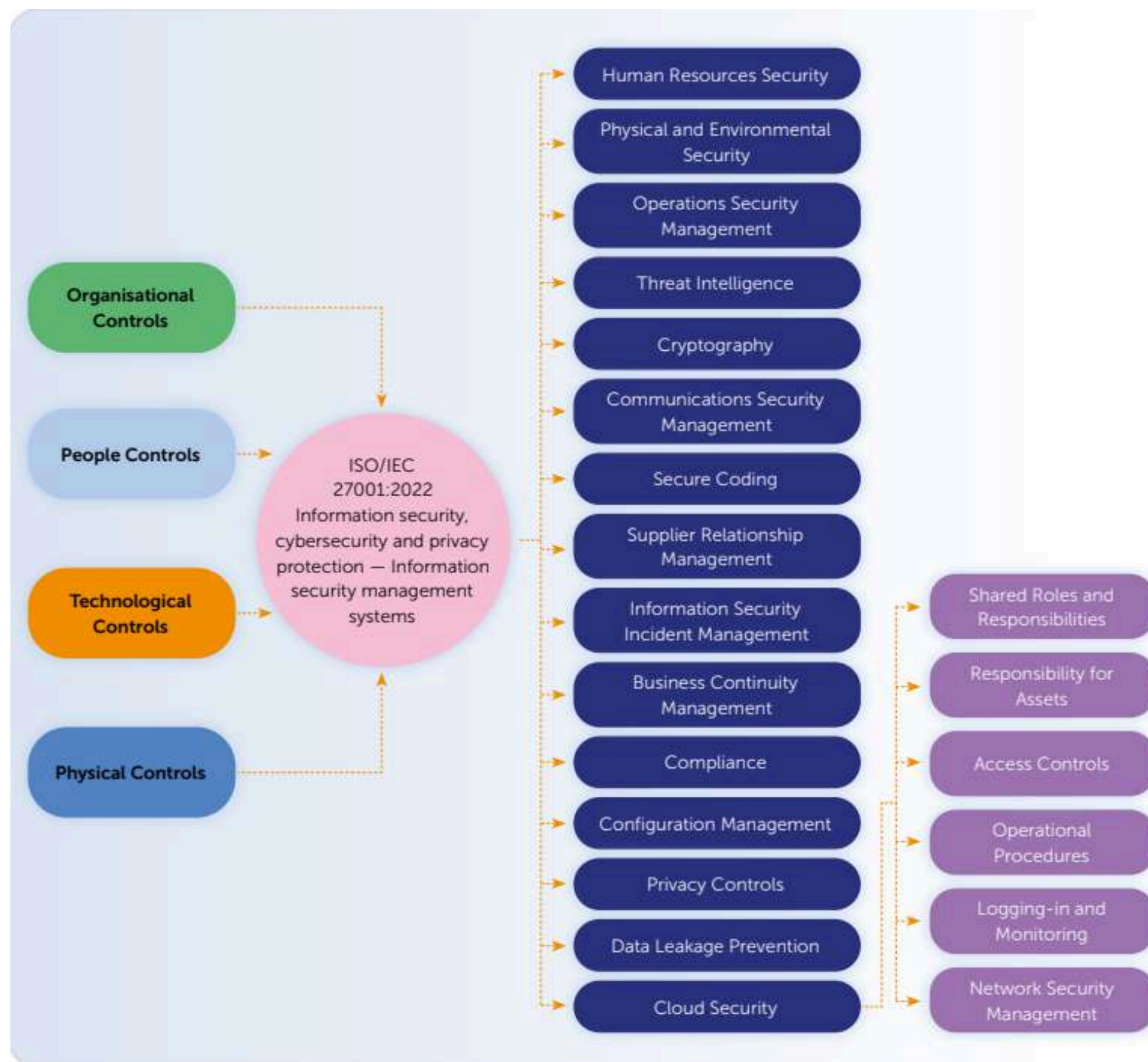
authentication and authorization mechanisms are implemented to guarantee that only authorized individuals can access or modify data.

To minimize security risks, we adhere to Secure Software Development practices, incorporating security measures from the very start of the development process. This approach aligns with the Shift Left strategy, which emphasizes identifying and addressing security vulnerabilities early in the software development lifecycle. By embedding security throughout each phase of development, we proactively reduce risks and strengthen overall software resilience.

Our Security Operations team continuously monitors, analyzes, and actively manages our systems to detect, prevent, and respond to potential threats in real-time. By leveraging advanced security tools, they can swiftly identify anomalies, suspicious activities, and potential breaches.

As a result of our unwavering commitment to Information Security & Cloud Security best practices, we have maintained a flawless record with no reportable data breaches in the last 5 years, ensuring the trust and safety of our clients and stakeholders.

Information Security Management Systems Framework



Important Milestones in 2023 & 2024

Security Accreditations & Certification Updates

- hSenidBiz accredited with ISO/IEC 27001:2022 for Information Security Management Systems (ISMS).
- Thus, in FY24, hSenidBiz became the first company in Sri Lanka to gain the ISO/IEC 27017:2015 certification.
- ***Certificate of Registration***: Office of the Data Protection Commissioner – Republic of Kenya.
- ***Launch of Trust Portal*** : is a centralized online platform that provides secure access to information, resources, and tools related to an organization's information security policies, compliance, and risk management.
- ***For further information***: <https://peopleshr.com/trust-portal/>

Information Security Achievements

- ***Digital Trust Awards 2024***: Winner Technology Resilient Company of the Year 2024.
- Winning the ISV Partner of the Year for Sri Lanka and Maldives once again, securing this prestigious award for the third time is a testament to our enduring commitment to innovation and collaboration.



A Secure Future: Advancing in Information and Cloud Security

Implement PIMS Aligned to ISO 27701:2019

A robust Personal Information Management System (PIMS) aligned with ISO 27701:2019 standards is being adopted to enhance the management and protection of personal data. This framework ensures compliance with global data privacy regulations and strengthens stakeholder trust by adhering to industry best practices for securing personal information.

Integrate Threat Intelligence

The integration of advanced threat intelligence capabilities into the cybersecurity infrastructure is planned to enhance risk mitigation, improve incident response times, and strengthen the resilience of information systems against evolving cyber threats. Leveraging real-time data on emerging threats ensures a proactive approach to cybersecurity.

AI Integration to Trust Portal

To enhance the efficiency and accuracy of the trust portal, Artificial Intelligence (AI) capabilities are being integrated. AI will automate compliance processes and provide real-time security insights, ensuring a more proactive and data-driven approach to security management.




General Principles

Relationship with Stakeholders and Respect for Human Rights

hSenidBiz's reputation as an ethical company is one of its most valuable assets and crucial to its continued success. Fairness, honesty, and respect for one another are important to us. Workers are in charge of comprehending and abiding by the internal and legal policies that are relevant to their positions.

Pursuing corporate value enhancement through innovation and ethical business practices is our primary corporate duty to society, helping to build a sustainable society in the process. The corporation will take into account how its operations may affect the interests of its stakeholders, which include local communities, shareholders, consumers, employees, suppliers, business partners, and other organisations.

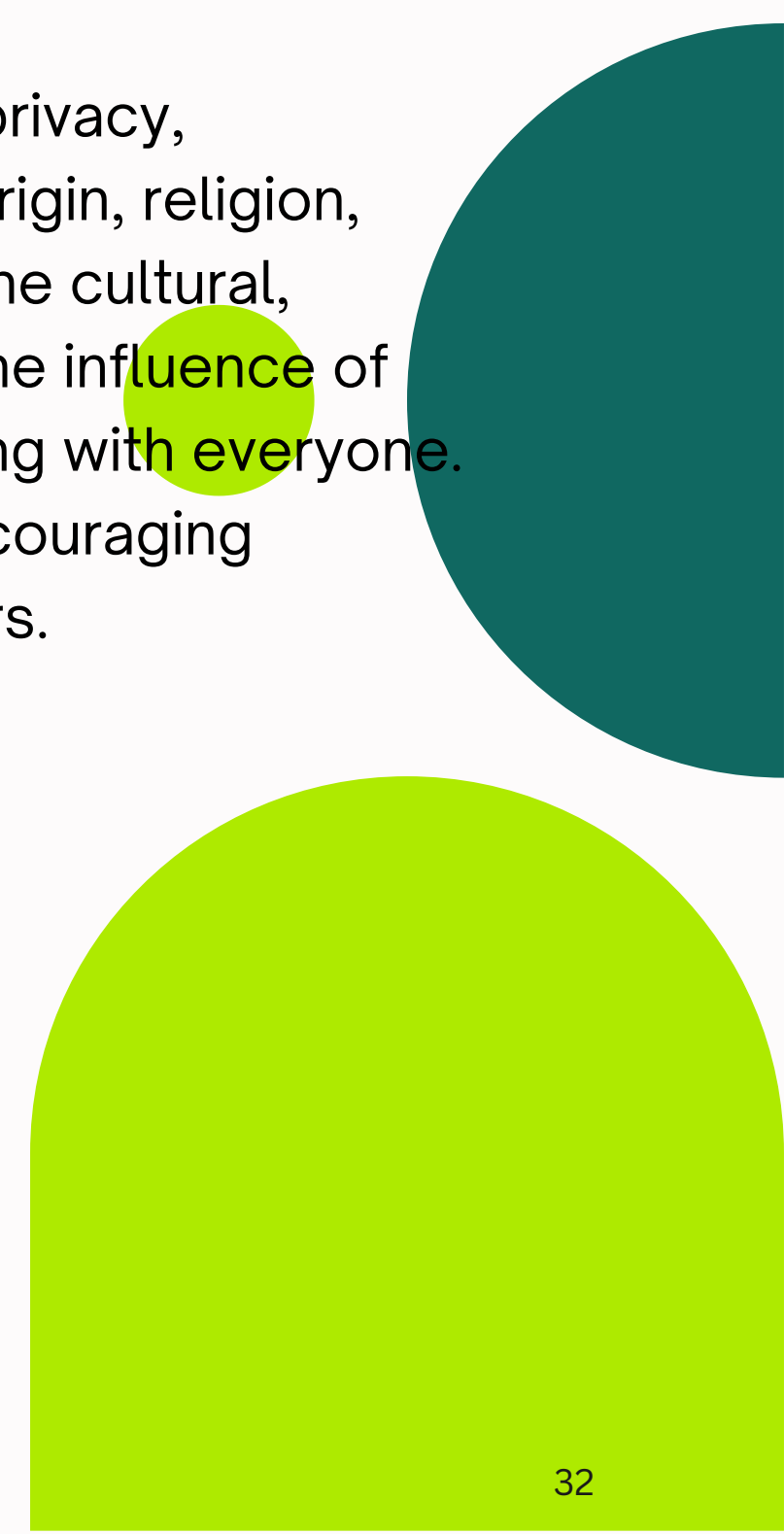




General Principles *continued*

Respect for People's Rights and Dignity

hSenidBiz members respect the dignity and worth of all individuals and uphold their rights to privacy, confidentiality, and self-determination. Age, gender identity, race, ethnicity, culture, national origin, religion, sexual orientation, handicap, language, and socioeconomic level are just a few examples of the cultural, individual, and role distinctions that our members recognise and honour. They try to remove the influence of biases based on these elements in their job and take these aspects into account when working with everyone. They don't intentionally engage in or support actions motivated by these biases. Providing encouraging academic and professional work settings is another goal shared by hSenidBiz and its members.





General Principles *continued*

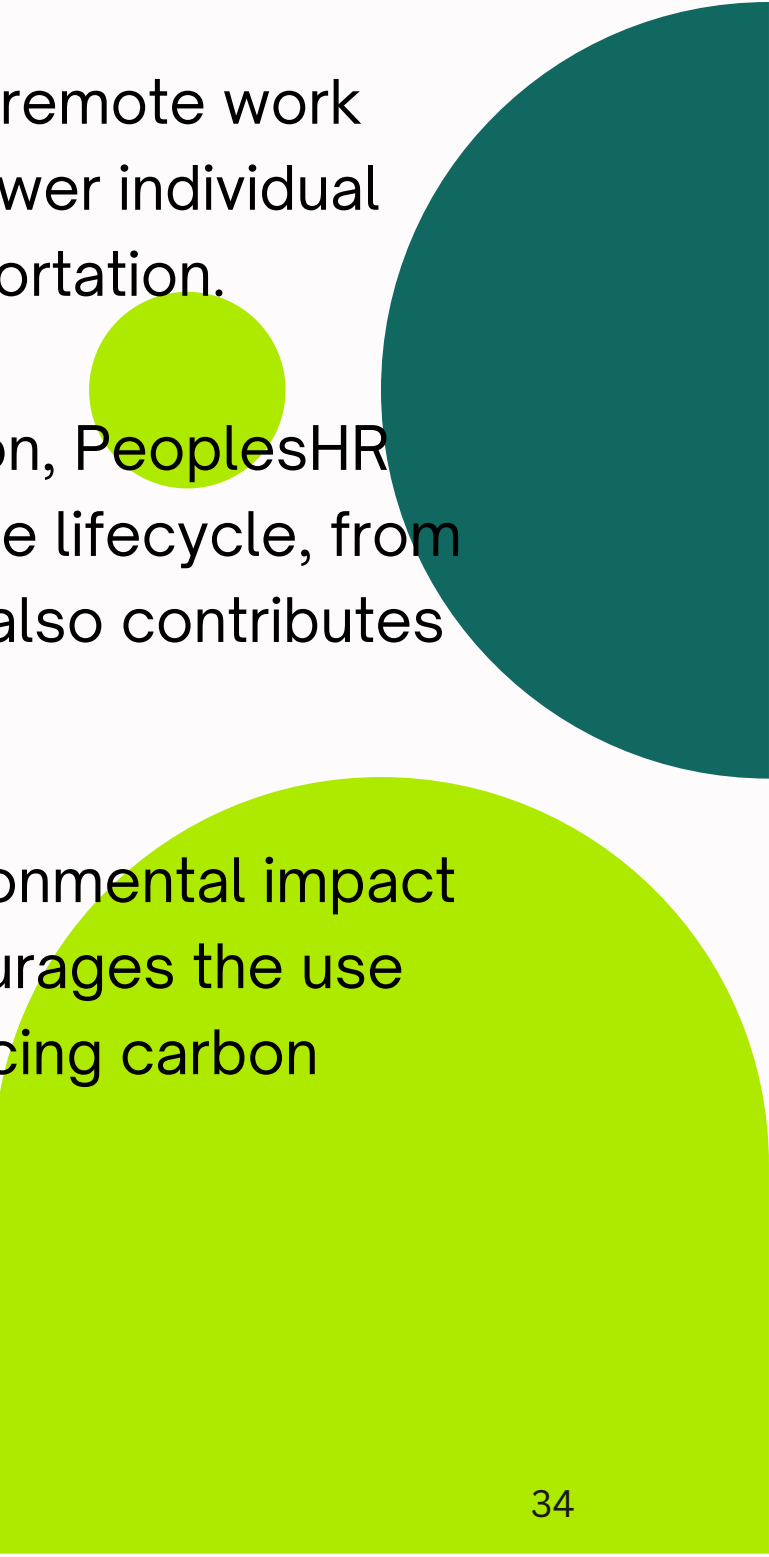
Appreciating Diversity, Financial Integrity, and Corporate Responsibility

The diversity of hSenidBiz's personnel and other stakeholders serves as the foundation of our competitive advantage. Employees who work for our company that operates across borders will understand that behaviour that is considered professional and socially acceptable in one culture or location may not be in another. When carrying out their responsibilities, employees will take these distinctions into account. Every company has an effect on the environment and society. With the goal of minimising any potential negative effects and maximising good contributions, hSenidBiz is dedicated to giving back and encourages its workers to get engaged wherever possible. Additionally, we are dedicated to abiding by the legal requirements of the nations in which we conduct business. hSenid Business Solutions PLC, we think the financial integrity is a cornerstone of sustainable growth, client trust, and industry credibility. It ensures transparent, ethical, and compliant financial reporting and decision-making. Also, financial integrity reduces risk of fraud, corruption, or mismanagement. To enhance our financial integrity, we implemented strong internal controls and audit mechanisms to ensure transparency and accuracy in all financial operations. Establishing whistleblower channels and enforcing anti-bribery policies can further promote ethical conduct and accountability across the organization. Also, having clear financial policies and maintaining proper compliance with regulatory standards are important for minimizing risks, building stakeholder trust, and ensuring long-term financial sustainability.



Key Takeaways

A Carbon Footprint

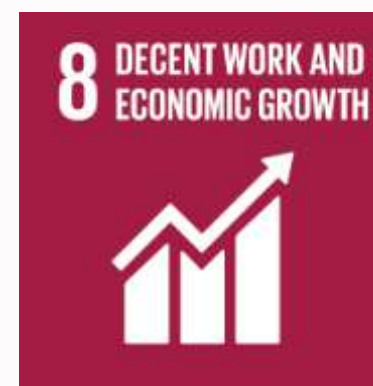
- **Reduction in Carbon Footprint through Remote Work:** PeoplesHR encourages and supports remote work arrangements, which significantly reduce the need for daily commuting. This initiative helps lower individual fuel consumption, thereby contributing to a decrease in overall carbon emissions from transportation.
 - **Cloud-Based SaaS Product to Minimize Paper Usage:** By offering a cloud-based HRIS solution, PeoplesHR enables clients to reduce their reliance on physical paperwork throughout the entire employee lifecycle, from hiring to offboarding. This digital transformation not only enhances operational efficiency but also contributes to sustainability by significantly decreasing paper consumption.
 - **Air Travel and Carbon Footprint Awareness:** PeoplesHR is committed to minimizing the environmental impact of air travel. While business-related travel may still be necessary, the company actively encourages the use of virtual meetings and collaboration tools to reduce the frequency of air travel, thereby reducing carbon emissions associated with business operations.
- 

The Road to 2030: A Global Blueprint for Sustainability

UN Sustainable Development Goals (SDGs)

At hSenidBiz , we are dedicated to aligning our practices with the United Nations Sustainable Development Goals (SDGs) as part of the 2030 Agenda for Sustainable Development, embraced by all UN Member States. By integrating responsible business practices in security, ethical sourcing, and governance, we strive to make a meaningful impact, contributing to global sustainability efforts while fostering positive change in the communities we serve.

At hSenidBiz, we have identified the most relevant SDGs based on our business operations. The practical application of these goals is discussed later in this report.





The Road to 2030: A Global Blueprint for Sustainability

SDG 3 – Good Health and Well-being

HRIS platforms include employee wellness tracking, leave management, and mental health initiatives. Supports remote and hybrid work arrangements, improving work-life balance and overall employee well-being.

SDG 4 – Quality Education

HRIS systems track and manage employee training, upskilling, and career development programs. Enables organizations to invest in continuous learning through LMS (Learning Management System) integrations.

SDG 5 – Gender Equality

HRIS platforms facilitate equal opportunity employment practices, diversity tracking, and fair compensation policies.

Supports DEI (Diversity, Equity, and Inclusion) initiatives by offering analytics on gender pay gaps, bias-free recruitment, and inclusive workplace policies.



The Road to 2030: A Global Blueprint for Sustainability

SDG 8 – Decent Work and Economic Growth

HRIS software helps companies streamline HR processes, improve compliance, and enhance employee experience, contributing to economic productivity.

Supports workforce well-being and engagement by enabling digital HR solutions like payroll automation, leave management, and performance tracking.

SDG 9 – Industry, Innovation, and Infrastructure

HRIS solutions drive digital transformation in workforce management, leveraging cloud computing, and analytics to optimize HR functions.

Encourages businesses to adopt HR tech innovations that improve efficiency and support sustainable employment practices.

SDG 10 – Reduced Inequalities

Promotes fair employment practices by ensuring compliance with labor laws, anti-discrimination policies, and fair hiring.

HRIS data analytics can be used to monitor and address workplace inequality.



The Road to 2030: A Global Blueprint for Sustainability

SDG 16 – Peace, Justice, and Strong Institutions

Ensures ethical HR practices, data protection, and compliance with labor regulations through secure employee record management.

HRIS solutions help businesses align with global labor standards and corporate governance frameworks.

Sustainable Supply Chain Management

Supplier Environmental Assessment:

At hSenidBiz, we prioritize sustainability and responsible practices throughout our supply chain. While formal ESG practices are still evolving, we assess and monitor our suppliers' security practices through our ISMS and Cloud Supplier Security Management frameworks. These assessments ensure alignment with our commitment to information security and environmental responsibility.

- ***Vendor On-boarding Risk Assessment:***

We conduct a comprehensive Vendor On-boarding Questionnaire to assess the information security best practices and risks associated with new suppliers. This questionnaire helps us understand each supplier's information security environmental impact, sustainability policies, and adherence to regulations.

- ***Annual Supplier Reviews:***

As part of our commitment to sustainability and responsible business practices, hSenidBiz conducts annual supplier reviews to ensure alignment with our security, compliance, and environmental standards. These reviews help us maintain a secure and ethical supply chain, driving continuous improvement and supporting our long-term ESG goals.

A photograph of a modern office interior, likely a lounge or common area. The space features large windows on the left, wooden beams on the ceiling, and numerous indoor plants. There are several tables and chairs, some of which are occupied by people. The overall atmosphere is bright and airy. The image is overlaid with a semi-transparent teal filter and several bright yellow circular graphic elements.

Empowering Every Voice: Gender Diversity at hSenid

Breaking Barriers: Fostering Gender Diversity and Equality at hSenid



Employee Percentage 34.17%

65.83%

Leadership Level
(2024)* 22.41%

+17.41%

77.58%

-05.03%

Leadership Level
(2023) 18.51%

81.48%

Board Members** 25%

75%

* Collected data from internal HRIS

** This refers specifically to the hSenid Board of Directors

Gender diversity is a commercial necessity as well as a moral one. Different viewpoints are brought to the table by diverse teams, which encourages creativity and innovative ideas that are essential for long-term success and sustainable growth.




Prioritizing Employee Wellbeing: Cultivating a Healthy, Productive, and Positive Work Environment

Flexible Work Arrangement

Flexible work arrangements are increasingly recognized as a key factor in boosting employee satisfaction, productivity, and work-life balance. By offering options such as remote work or flexible hours organizations empower their employees to manage their personal and professional lives more effectively. This adaptability not only fosters a more inclusive and supportive work environment but also leads to higher engagement, reduced burnout, and improved retention rates. Embracing flexible work policies demonstrates an organization's commitment to prioritizing employee well-being while maintaining operational efficiency.

hBiz Insurance Scheme



Employee health is our greatest asset. At hSenid Business Solutions PLC, we believe that a healthy team is a happy and productive one. Our medical insurance ensures you have the support you need to stay well and thrive both personally and professionally.

Prioritizing Employee Wellbeing: Cultivating a Healthy, Productive, and Positive Work Environment *continued*

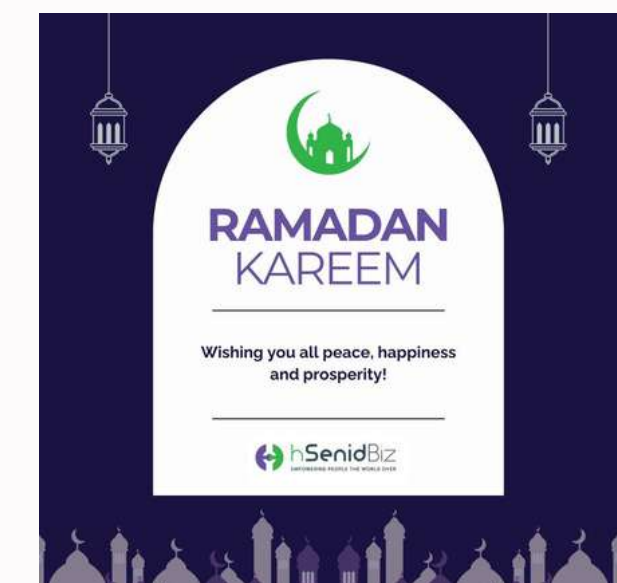
hBiz Health Campaign

The campaign included a variety of health-related activities, such as awareness sessions on nutrition, fitness challenges, mental health workshops, and free health screenings. The goal was to encourage healthy lifestyle choices, provide essential health resources, and foster a culture of well-being. This initiative not only supported individual health improvements but also contributed to the company's commitment to social responsibility and community engagement.



Embracing Cultural Diversity: Building a Stronger, More Inclusive Workplace

To celebrate and encourage diversity in the workplace, we frequently host cultural activities. These gatherings give staff members a chance to share their own cultural traditions, practices, and life experiences, which promotes greater tolerance and understanding among co-workers. In order to foster an inclusive atmosphere, events include language exchange sessions, international culinary days, cultural festivals, and performances. The company's embrace of cultural diversity boosts team morale, promotes cooperation, and solidifies its dedication to a courteous and global workplace.



Life at hSenid: Where Innovation, Collaboration, and Growth Thrive

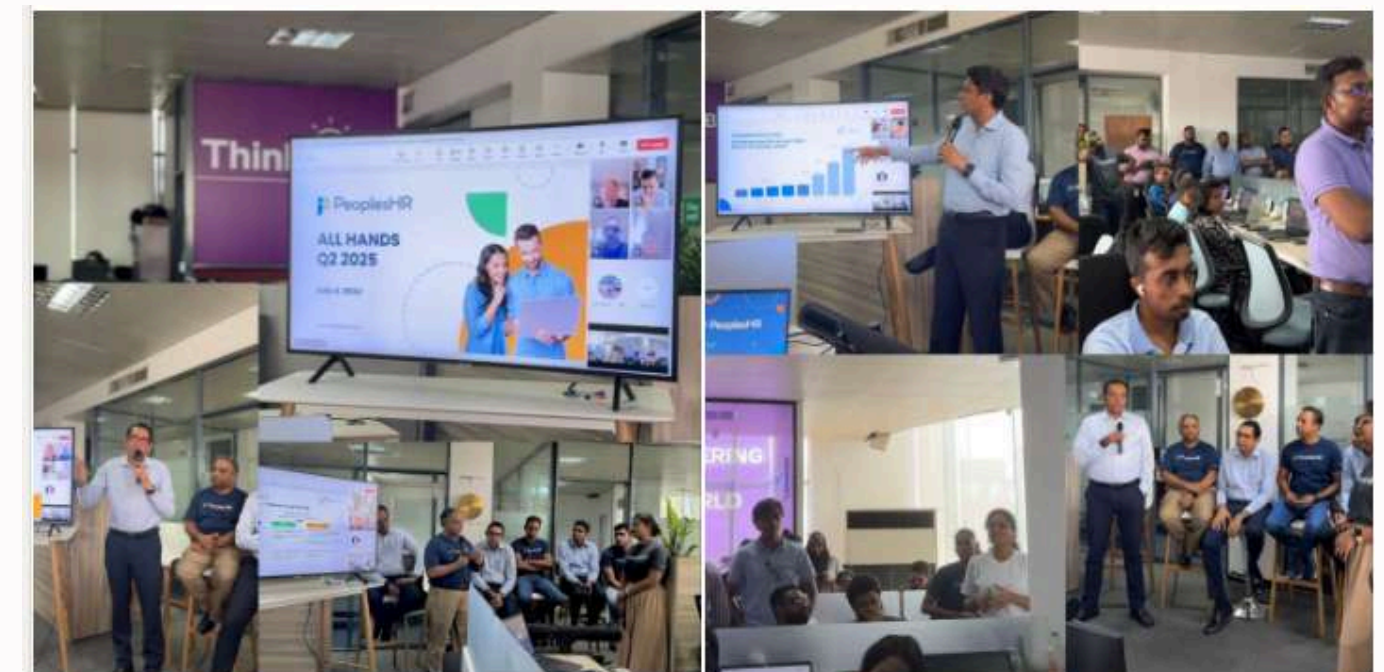
hSenidBiz E-Sports Festival 2024



hSenid Toastmasters Club



Townhall meetings

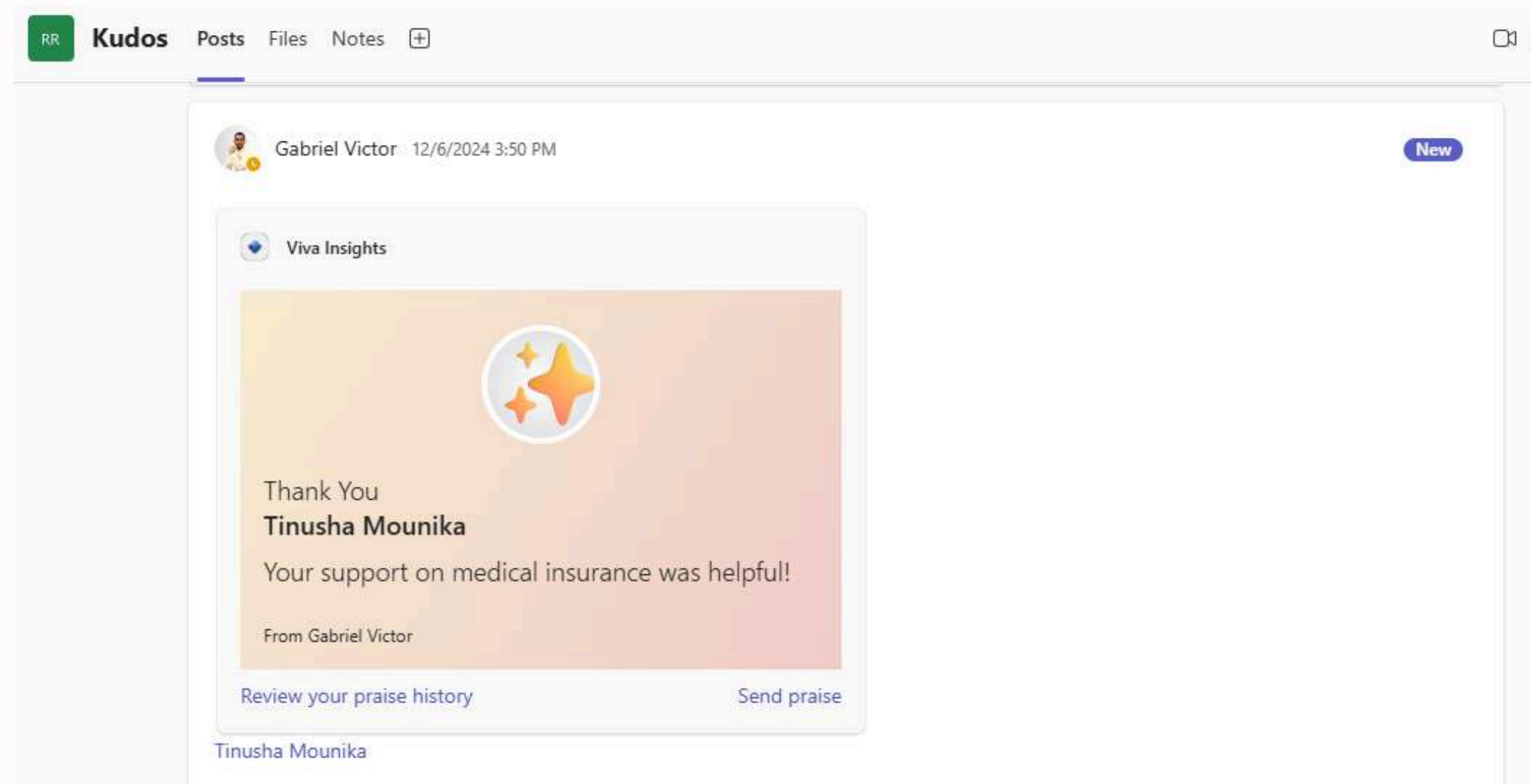


hSenidBiz Premier League 2024!



Life at hSenid: Employee Recognition Programme

Employee Appreciation: Kudos



At hSenidBiz, we think it's important to acknowledge and celebrate the accomplishments, commitment, and hard work that make us successful. Kudos are our method of expressing gratitude to people who go above and above, support our common objectives, and promote a cooperative and collaborative environment.



Unlocking Potential: How Training and Development Drive Innovation and Success

PeoplesHR promotes a robust learning culture. It fosters peer-to-peer knowledge exchange through on-the-job training and provides additional training as required, adhering to its well-structured training policy. As a people-centric HR solution, PeoplesHR takes care of its in-house talent by nurturing and training in all necessary areas in line with its global competence framework.

During FY24, employees completed almost 150 learning hours through internal and external training sessions. Over 500 certificates were issued over the course of the year through the PeoplesHR Academy, which is a significant increase from around 200 in FY23. Notably, almost 40.0 percent of the participants at internally conducted training sessions were women, indicating PeoplesHR's commitment toward developing women in technology.

The Company's comprehensive training programmes, conducted across the organisation, with particular emphasis on sales and product development this year, significantly enhanced employee motivation and upskilling. By investing in these initiatives, PeoplesHR not only fosters personal and professional growth among its employees but also ensures that it remains at the forefront of innovation and excellence in the industry.



PeoplesHR Academy

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A Digital Learning Experience to Power Your HR Operation

To us *it's all about people* and we believe in people centric solutions to every organization to stay ahead of their game in competitive environments.

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***Empowering HR Professionals:
“Elevate Your Expertise with Our
Certification”***

***We believe out our clients and our
partners will gain the utmost product
knowledge and deep understanding
even more better with solutions.***

Empowering a Secure Future: Strengthening Security Culture Through Continuous Awareness

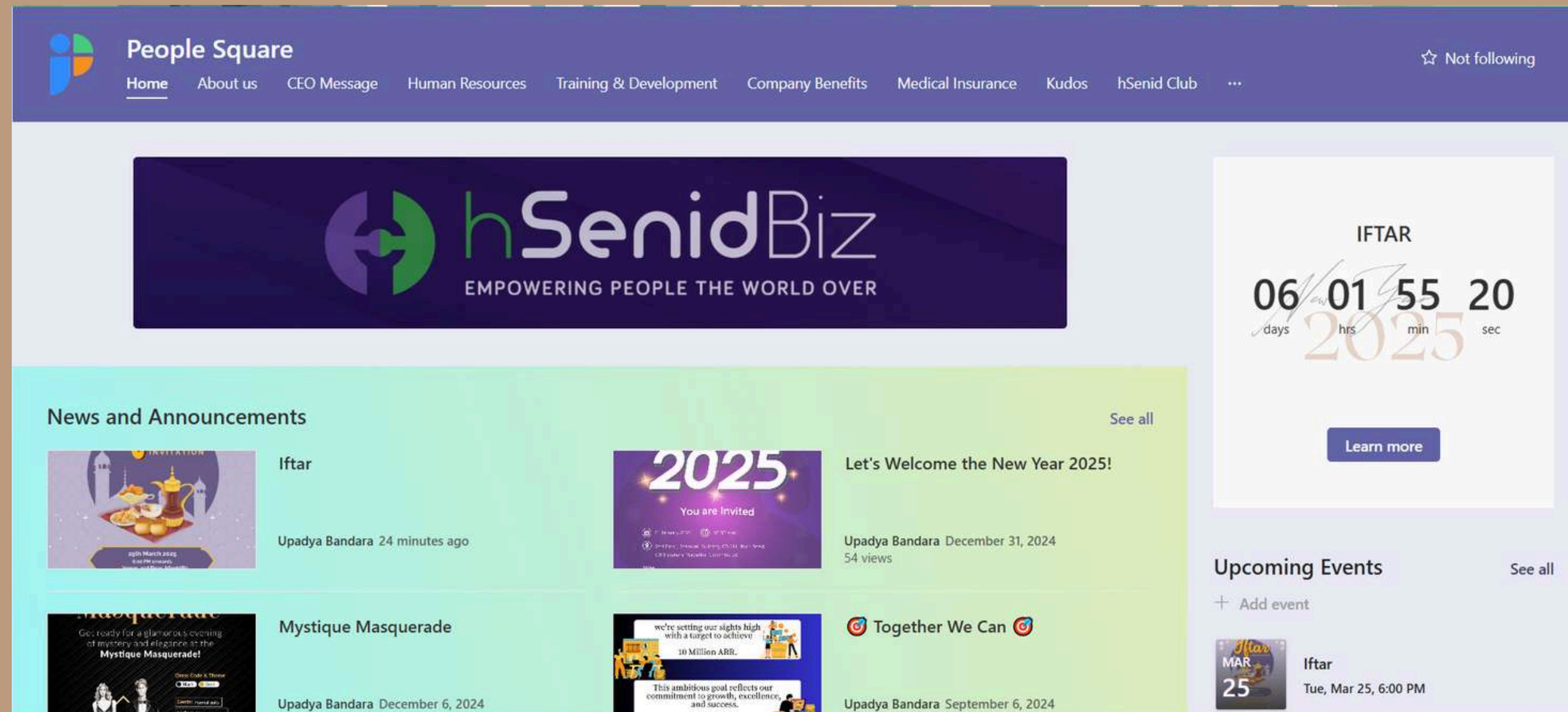
hSenidBiz conducts an annual Information Security Awareness Month to reinforce employees' knowledge of information security and cloud security compliance. This initiative ensures continuous learning, enhances security awareness, and promotes best practices to safeguard organizational data and maintain compliance with industry standards.



hSenidBiz continuously fosters a strong security culture by providing regular awareness sessions on information security, cloud security compliance, and best practices.

People Square

People Square is a comprehensive platform designed to provide employees with easy access to essential company information, including event details, Human Resources resources, training and development opportunities, company benefits, medical insurance, and hSenid Club details. It serves as a one-stop hub for all things related to employee engagement and well-being, fostering a connected and informed workforce.





How Anti-Bribery, Anti-Corruption, and Whistleblowing Fit within Our ESG Framework

Upholding Integrity: Strategies for a Transparent and Accountable Workplace

Topic	Justification
Anti-Bribery	Falls under ethical conduct, compliance and risk mitigation frameworks
Anti-Corruption	Related to corporate integrity, board oversight and ethical governance
Whistleblowing Mechanism	Ensures accountability, transparency and protection against misconduct



How Anti-Bribery, Anti-Corruption, and Whistleblowing Fit within Our ESG Framework *continued*

Why Governance?

- These controls define how hSenidBiz is led, monitored and held accountable.
- They protect against unethical practices and ensure adherence to legal and ethical standards.
- Governance frameworks promote transparency, compliance, internal control and stakeholder trust.

Optional Cross-Reference with Social (Only if...)

- If Whistleblowing also emphasizes employee protection, fairness and non-retaliation that mention it under Social as a secondary alignment.
- However, primary placement is "**Governance**".



Upholding Human Rights and Combating Corruption: Building a Foundation of Integrity and Fairness

Child, Forced Labour


hSenidBiz strictly prohibits the use of child labour. The term "child" refers to any person under the age of 16, or under the age for completing compulsory education, or under the minimum age for employment in the country, whichever is highest. We have implemented appropriate mechanisms to verify the age of workers. If child labour is identified, we are committed to providing assistance and remediation.

Sound labour

hSenidBiz is committed to adopting sound labour and employment practices and ensuring that all personnel are treated in accordance with applicable laws and regulations of the regions and countries in which we operate. Working hours shall not exceed the maximum limits set by local law. All overtime must be voluntary, in compliance with local legislation, and aligned with employee categories and hSenidBiz policies.

Human Rights under Special Circumstances

Apart from the previously mentioned human rights concerns, hSenidBiz acknowledges that further human rights viewpoints might surface, especially concerning new activities, effects on nearby communities, the rights of indigenous people, or security protocols. Even though these situations are uncommon, hSenidBiz is conscious of the possible harm they could do to human rights and will abide by any applicable national or international laws. In the event that no formal recommendations are provided, hSenidBiz will look for other sources to ascertain the most effective strategy for handling these particular situations.




Upholding Human Rights and Combating Corruption: Building a Foundation of Integrity and Fairness *continued*

Disciplinary Policy

Disciplinary Policy provides the protocols for handling misbehaviour, outlining precise standards for appropriate conduct as well as sanctions for violations. Details about the kinds of actions that might lead to disciplinary action, the procedures for conducting an investigation, and the different penalties—which can range from warnings to termination, depending on how serious the infraction is—are usually covered in the policy. Maintaining an equitable, courteous, and productive work environment for all employees is the aim of a disciplinary policy.

Anti-bribery and Anti-corruption

By enacting laws, rules, and organisational codes of conduct, anti-corruption initiatives seek to advance accountability, transparency, and integrity. These initiatives include establishing procedures for reporting and looking into corruption, enforcing legal sanctions for corrupt behaviour, and encouraging an honest and morally upright culture. Reducing the detrimental effects of corruption on public trust, government, and economic development is the aim of anti-corruption campaigns.



Upholding Human Rights and Combating Corruption: Building a Foundation of Integrity and Fairness *continued*


Zero Tolerance on Retaliation

We believe that speaking up is always the right thing to do!

Employees will not be disciplined, discriminated against, or subjected to adverse personnel action or reprisal by reason of having made a report in good faith regarding a potential violation of this code or any other of the Company's policies or for cooperating in any investigation or inquiry regarding such conduct.

Under no circumstances will the company tolerate any retaliation against employees. We consider acts of reprisal or retaliation to be acts of gross misconduct and will investigate any such reports thoroughly. If substantiated, claims of retaliation could result in disciplinary action and even dismissal.

If an employee thinks that he/she or someone they know has suffered retaliation please contact our independent legal manager by email at dhiren.g@hsenidbiz.com. This can be done on an anonymous basis if you wish to do so.




Upholding Human Rights and Combating Corruption: Building a Foundation of Integrity and Fairness *continued*

Compliance with Anti-Trust Laws

The South Asia, Southeast Asia, and the Middle East & Africa Government Communities, and many other governments have enacted anti-trust or competition laws designed to ensure that markets for goods and services operate competitively and efficiently. These laws prohibit anti-competitive behavior, such as entering into anti-competitive agreements with competitors (e.g., price fixing and bid rigging), imposing restrictions on customers or suppliers, or exchanging competitively sensitive information with competitors.

All employees must comply with these anti-trust and competition laws. In some jurisdictions, notably the Sri Lanka, India, (South Asia) Singapore, Malaysia, Indonesia (South East Asia), United Arab Emirates, South Africa (Middle East & Africa) violations of competition law can result in criminal offenses, including personal fines and imprisonment for the most serious offenses. Even where certain behaviors may be lawful in some countries (e.g., countries without anti-trust or competition laws), hSenidBiz will not engage in any arrangements with competitors that could damage the Company's reputation.



Upholding Human Rights and Combating Corruption: Building a Foundation of Integrity and Fairness *continued*

Whistleblowing Policy

At hSenidBiz, we are committed to maintaining the highest standards of integrity, transparency, and ethical conduct in all aspects of our business. Our Whistleblowing Policy provides a safe and confidential mechanism for employees, contractors, and other stakeholders to report concerns related to unethical behaviour, misconduct, fraud, or violations of company policies and legal regulations.

The policy ensures that all reports are handled with the utmost confidentiality and without fear of retaliation. We encourage individuals to come forward if they believe that actions are being taken that are harmful to the company, its employees, or the broader community.

By fostering an open and accountable work environment, the whistleblowing practice plays a critical role in upholding the trust and reputation of PeoplesHR, ensuring a culture of ethical behavior, compliance with applicable laws, and promoting a safe, fair, and transparent workplace for all.

hSenidBiz has created whistleblowing channel to report any unethical, illegal, fraud, discrimination, harassment, safety violations, financial misconduct or inappropriate behaviour. The user can use

IndependentAudit.committee@peopleshr.com to report the activities and incidents mentioned above.

Making a Difference: The Impact of CSR and Volunteering Activities on Our Communities

The company continued to give back to society throughout FY24 as part of its obligation as a responsible corporate citizen. Being a business that values its employees, it has carried out a number of CSR initiatives to support and improve local communities over time.

Sunshine Games

"Sunshine Games" is a sports meet for differently-abled children from all over Sri Lanka. It is a CSR event organized by the Rotary Club of Colombo Metropolitan and hSenid is participating in this event every year to support them.

Open Closet

On 8 March 2024, PeoplesHR celebrated International Women's Day with the eighth installation of "The Open Closet" initiative. This annual event is conducted with the aim of empowering women in challenging circumstances by providing free clothing, accessories, and footwear. This year, over 500 women attended, receiving more than 3,000 items, including essential goody bags.



Conclusion

In 2024, hSenid Business Solutions PLC has made significant progress in advancing its Environmental, Social, and Governance (ESG) objectives, reinforcing our commitment to responsible and sustainable business practices. Through a comprehensive ESG policy that encompasses environmental stewardship, social responsibility, and strong governance, we have implemented strategies that align with both local and global standards.

Our achievements in reducing environmental impact, promoting employee well-being, and strengthening governance frameworks are a testament to our dedication to creating long-term value for all stakeholders. We recognize that there are still challenges ahead, but we remain focused on continuous improvement. By engaging with our employees, suppliers, customers, and communities, we aim to contribute to a more sustainable and equitable future.

Looking forward, hSenid Business Solutions PLC is committed to building on the progress made in 2024. We will continue to enhance our ESG initiatives, ensuring that our operations not only meet but exceed the expectations of our stakeholders. Together, we will strive to create a more sustainable, inclusive, and ethical business environment that reflects our core values and principles.

We would like to thank all our employees, partners, and stakeholders for their continued support as we work toward achieving our long-term sustainability goals.

