

With the pandemic, the Company took proactive approach and adopted several measures to conduct the supplier assessments with the new norm by adopting remote audits as one of the methods. The supplier training and assessments were carried out remotely in most of the cases. Further the team was able to complete onsite assessments for suppliers in certain countries like, Indonesia, Vietnam and Malaysia with all the required precautions as mandated by local government authorities. While doing so, we ensured that none of our employees, suppliers' personnel and our third party service providers were exposed to any risk.

For every area of non-compliance identified during our supplier assessments, the Company launches a supplier support action to systematically address each issue in turn. The Company's support actions include capacity building, customized participatory workshops, sharing best practices, jointly implemented collaborative programs, and transfer of knowledge and expertise.

With a focus to develop our internal resources, in India, the Company launched SSDP Lead Assessor certification program for our nine Internal SCM professionals, enabling them to conduct supplier assessments independently after the successful completion of the program.

## Advocacy, aid and corporate responsibility bodies

The Company is operating in a dynamic, competitive, and regulated environment, making the operations and compliance more complex.

The Company is committed to follow the law of the land and has a policy of zero tolerance to non-compliance which is an integral part of its culture and operating philosophy. To support, streamline and adapt quickly with the ever changing policy framework, we have following key industry memberships -

- (a) Confederation of Indian Industries
- (b) Indian Electrical and Electronics Manufacturers' Association
- (c) Sweden Chamber of Commerce India
- (d) Federation of Indian Chamber of Commerce and Industry
- (e) Central Board of Irrigation and Power

## People well-being

The Company continues to attract top talent due to its inclusive culture and the immense opportunities available for nurturing their talent. The people strategy is aligned with the Company's overall ambition to be a pioneering technology leader. This requires a stable work environment in a growing market by maximizing the potential of the Company's workforce. To ensure that the Company continues to attract top talent, multiple employer branding initiatives were launched not limiting to career fairs, recruitment drives, university connect programmes and internship opportunities. During the year, the Company has consistently set a clear path to learn and adapt to perform better in the changing

market situation with its enhanced performance management and talent strategy, focusing on building a healthy pipeline by attracting, assessing and developing talent.

In addition, persistent attention to provide an inclusive environment to promote diversity in gender, age and culture, including opportunities for global mobility, also form a part of the proactive plan to manage talent in key function areas. The Company's competency has been aligned with the business strategy.

The Company recognized exceptional performance and behavior in line with organizational values through its rewards and recognition programme. There was continuous focus on improving the diversity in the workforce throughout the year. An ex-employee outreach programme was also launched to encourage rehiring of performers who may have left for various reasons. The entire approach to well-being was based on increasing diversity, promoting inclusion and recognizing performance. Medical check-ups and camps were set up through the year to promote physical wellbeing.

## Learning and development

Never have we been so severely tested before on the resilience front than recently when we were ourselves coping and helping our customers and employees cope with the COVID-19 outbreak. While the Company's learning and development (L&D) function continued our focus on leadership and professional development programs, we also shifted gears in incorporating self-paced learning and steered away from the status quo through various programs not limited to change management, resilience and others to help employees redefine business problems in a way that makes new, innovative responses possible. The Company's L&D team also saw the transformation of the Global Training Programs such as PG4U, Middle Managers Program, Leadership Essentials Program and Female Talent Development Program. L&D Partners are aligned to enable effective partnering with the business and provide customized learning solutions. While Leadership Development and most other L&D initiatives are in-house, the L&D team also works closely with external training partners to meet certain demands which requires customization. This year, there was increased focus on developing cross cultural awareness and preparing managers to deal with a workforce which is increasingly diverse and technology friendly. At ABB Power Products & Services India Ltd, a self-paced lifelong learning integrated effectively into our workday, is our instrument of choice to empower our employees.

Our workforce leverages Percipio - the newly launched digital learning which platform which houses 500,000+ multi-modal courses, videos, books and micro-learning modules averaging 148 minutes of learning per person per day. Through Percipio, our employee have access to a library of over various learning assets including 15,000+ books and 1,200+ audio books created and curated by subject matter experts. The employees' learning journeys are tailored to suit individual personas. In addition to Percipio, employees also have access to other learning platforms like your Company's LMS, EF (for mastering