



ABOUT VEREGO

Created in 2012, the Verego social responsibility standard (SRS) was developed in accord with other prominent world standards such as the Global Reporting Initiative and the UN Global Compact. The Verego SRS brings together standards setting experts, experienced procurement specialists, and corporate responsibility practitioners to become the world's only, full-scope certifiable corporate social responsibility (CSR) standard that can be applied to nearly any organization or supply chain.

While there are many other CSR rating systems, rankings, and documentation guidelines for organizations to adopt, many only focus on a portion of the full scope of CSR. Verego's SRS certification provides a full-scope perspective for Sutherland and ensures adoption of best practices for all aspects of corporate responsibility.

THE SUTHERLAND CHALLENGE

Beginning in 2014, Sutherland partnered with Verego to conduct an SRS assessment towards achieving certification awards in the Verego SRS areas of leadership, ethics, people, and environment.

Sutherland required that the certification was scoped to seven of its sites across the globe:

- Bangalore, India
- Chennai, India
- Clark, Philippines
- Kingston, Jamaica
- Manila, Philippines
- Syracuse, NY, USA
- Tarlac, Philippines

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Sutherland demonstrated compliant management system approaches within the four SRS areas of leadership, ethics, people, and environment.

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THE SUTHERLAND TRANSFORMATION

Over the past two years, Sutherland has worked conscientiously to evolve into a leader in corporate responsibility. By taking the steps to work through Verego's multi-pronged compliant management system to gain certification, Sutherland achieved marked improvement in the following sub-areas:

- **Promotion of Social Responsibility in the Supply Chain** – Tracking supplier attestation to the Sutherland supplier code of conduct
- **Employee Health and Safety** – Monitoring health and safety metrics at the identified sites
- **Supply Chain Human Rights** – Improvement of the structured approach for suppliers toward the elimination of child labor
- **Pollution Monitoring and Continuous Improvement** – Tracking asset waste disposal at the assessed sites with a commitment to the habitat sustainability policy to reduce/eliminate waste
- **Habitat Monitoring and Continuous Improvement** – Tracking conservation activities at the assessed sites with a pledge to the habitat sustainability policy to improve impact locally

PARTNERSHIP RESULTS

In 2015 and 2016, Sutherland successfully achieved corporate level certification awards for all seven of its assessed sites within each of the four SRS areas. As a part of the SRS certification assessment process, Sutherland has also accomplished the site validation phase each year, which includes an in-depth series of interviews of site managers and employee surveys.

For more information on how we can help you transform your processes, visit us at www.sutherlandglobal.com, email us at sales@sutherlandglobal.com, or call 1-800-388-4557 ext. 6123.

As a process transformation company, Sutherland rethinks and rebuilds processes for the digital age by combining the speed and insight of design thinking with the scale and accuracy of data analytics. We have been helping customers across industries from financial services to healthcare, achieve greater agility through transformed and automated customer experiences for over 30 years. Headquartered in Rochester, N.Y., Sutherland employs thousands of professionals spanning 19 countries around the world.