



PSW
PAKISTAN SINGLE WINDOW

DIVERSITY, EQUITY & INCLUSION (DEI) POLICY



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1. Introduction

Pakistan's IT sector has shown exponential growth in the past couple of decades and has the potential to bring in more revenue by providing IT services to countries all around the globe. According to an estimation shared in 2020, Pakistan's information technology sector has the potential to increase its exports by \$10 billion in the next three years. The sector employs over 100,000 people and, according to the study, 29% of them are women. The technology sector has the need and opportunities for all kinds of people, from all genders, backgrounds, and exposures and we need to work on making it more inclusive and welcoming for everyone. This will not only bring more revenue but will also create the space for more innovative products and services that can be offered to both local and overseas customers.

2. Objective

At PSW "Diversity, Equity and Inclusion" (D, E & I) are an integral part of the company's culture. We are committed to providing a workplace culture that generates equal opportunities, assuring people are treated right with dignity and respect. We also put our efforts to strengthen this inclusive culture which means that all the employees must be treated equally irrespective of their biological or claimed gender, caste, color, religion, exposure, abilities, etc.

Furthermore, it implies hiring more diverse people in the team without being hindered by any unconscious biases and ensuring that they have equal opportunities both in terms of monetary/non-monetary to perform in a conducive work environment. Through this

Diversity, Equity, and Inclusion (DEI) Policy, we aim to create a culture that embraces individual differences, promotes equal opportunities, and actively combats discrimination and bias in all its forms.

3. Scope

The purpose of this document is to establish a clear vision, direction, common language and highlight guiding principles to achieve desired results. PSW sees gender equality and inclusion as critical to its mission, women, alongside men, are essential participants and contributors finding and sharing effective and lasting solutions which will make results resilient.

- Leverage our employees' unique skills, values, backgrounds, and experiences, which will assist with understanding our customer needs.
- Develop an inclusive work environment, so each employee can show their full potential, regardless of their background, gender, age, work status, marital status, religious or cultural identity.
- Demonstrate best practices on Diversity, Equity, and Inclusion.

4. Definitions

- I. **Board** means the Board of Directors of the PSW Company.
- II. **BHRC** means the HR committee of the Board of Directors of the PSW Company.
- III. **Chief Executive Officer (CEO)** is the highest-ranking executive at PSW who will be responsible for the management of PSW and the implementation of its policies and procedures in financial and other matters, subject to oversight and directions of the Board.
- IV. **CHRO** means the **Chief Human Resource Officer** who is the Head of the Human Resource Department.
- V. **HoD** means the designated Head of Department reporting to a C-suite executive.
- VI. **People Manager** means an employee who has other employees (s) reporting to him.
- VII. **Gender** refers to the social attributes and opportunities associated with being male and female and the relationships among and between women, men, girls, and boys.
- VIII. **Gender Equality** refers to equal rights, responsibilities, and opportunities for women, men, girls and boys.
- IX. **Gender Mainstreaming** is the process of assessing the implications for women and men of any planned action including legislation, policies, or programs, in any area and at all levels.
- X. **Diversity** refers to all the ways in which people differ, including primary characteristics, such as age, race, gender, ethnicity, mental and physical abilities, and secondary characteristics, such as nationality, education, income, religion, work, experience, language, skills, geographic location, cultural background, family status, communication style, learning style, economic background, and work style.
- XI. **Equity** emphasizes fair treatment, access to opportunities, and outcomes for all individuals, considering the unique challenges and barriers faced by historically disadvantaged groups. This involves addressing systemic inequalities and striving to eliminate biases and discriminatory practices within the organisation's policies, practices, and decision-making processes.
- XII. **Inclusion** refers to creating a work environment and culture where all differences are valued, respected and leveraged. Everyone has the opportunity to learn, develop, contribute and achieve in the workplace.

5. Applicability

The policy applies to all employees of the company.

6. Exceptions

Any exception to this policy needs to be endorsed by the Board of Directors or the respective subcommittee of the Board (BHRC) on its behalf.

7. Policy Statement

To achieve our mission and vision, PSW considers its human capital to be its most valuable asset. Considering our technological infrastructure and the nature of our business, PSW has a workforce that is reflective of our country's demographic diversity. We believe that the sum of the individual differences, life experiences, knowledge,

innovation, self-expression, unique capabilities and talent that our employees invest in their work is a significant part of not only our culture, but also our reputation and company's achievements.

We recognise that building a diverse and inclusive workplace will result in enhanced relationships with stakeholders, lead to better customer service, improved financial performance and a stronger corporate reputation. We are, therefore, constantly trying to foster, cultivate and preserve a culture of diversity, inclusion and belonging.

PSW's diversity and inclusion initiatives are applicable to the activities of all departments at the organisation. Creating an inclusive culture is a shared responsibility of all employees. The HR department serves as an enabler to create an environment where the employees:

- Feel safe at all times,
- Are engaged,
- Have equitable opportunities to grow and
- Eventually lead within the organisation.

8. General Guidelines

PSW is committed to promoting gender equality throughout the organization, which is reflected in all of its initiatives and programmes. The organization acknowledges that in our societies, prejudiced stereotypes and social conventions prevent women and men from exercising their freedom of choice and from taking full and equal advantage of opportunities for personal growth, contribution, and reward.

The following areas are the cornerstones of our Diversity, Equity, Inclusion (D,E,&I) Policy.

Diverse Talent Pools

We want to attract, develop and retain people with different perspectives, experiences and backgrounds to support us in our strategic journey.

We have the following expectations from our Hiring Managers/People Managers/HR team w.r.t the talent we acquire and develop at PSW.

- Managers will actively seek a diverse pool of candidates for the job postings in terms of gender, ethnicity, social background and/or other characteristics of diversity.
- Managers will proactively work on eradicating conscious and unconscious bias during the interview process in order to provide a fair chance to the candidates.
- Managers will make a conscious effort to make a hiring choice that will bring diversity to their existing team.
- Managers will make an effort to understand the existing members of their team and know about characteristics that may require special facilitation in day-to-day matters.

An infrastructure support network is important e.g. when hiring differently-abled people, we ensure that the building is equipped with facilities to accommodate the employee, assuring the system conditions and items related are delivered on time

to promote hassle free onboarding. Additionally, there are separate designated restrooms & prayer area for female employees.

Inclusive Leadership

Inclusion is a potent innovation and growth multiplier that stimulates creativity and inspiration. At PSW, we are committed to inclusive leadership in which our leaders empower our employees to achieve their highest professional and personal potential.

We have the following expectations from our People Managers in terms of their leadership.

- Managers will learn to manage diverse teams and resources. They will make conscious efforts to understand the requirements of each member of their teams and make provisions to ensure everyone is safe, engaged, and has opportunities to perform at their most optimum potential.
- Managers will build personal capacity in dealing with diverse opinions in a discussion. They will learn to value differences of opinion and encourage everyone to contribute.
- Managers will seek active guidance in improving their behavior towards their team members and will act as a role model towards other members of the team.

All employees can seek assistance of the HR department for interventions should a person require help in building capacity in any measure of D, E, & I.

Equal Opportunities

PSW aims to create equal access to opportunity regardless of social identity. Only by acknowledging and harvesting from different perspectives and experiences, will we gain competitive advantage and leverage the effect of diversity for business growth. This requires a focus on equal opportunity throughout the organization.

We will regularly review our internal practices to ensure our policies and processes are fair and unbiased. We aim to provide equitable assistance to our employees – based on their needs and requirements rather than their gender and social identity. Similarly, all employees of the PSW have a responsibility to always treat others with dignity and respect. All employees are expected to exhibit conduct that reflects inclusion during work, at work functions on or off the work site, and at all other company-sponsored and participative events.

Employee Engagement and Development

We will continue to encourage and support employee engagement initiatives that celebrate and promote diversity and inclusion. This would include but not limited to ongoing training, education, and professional development opportunities to enhance employees' understanding of diversity and inclusion issues and build inclusive leadership skills.

Gender Mainstreaming

At PSW, we are committed to the principles of gender mainstreaming, recognizing the importance of considering gender perspectives in all our policies, practices, and decision-making processes. We acknowledge that gender equality is essential for fostering an inclusive and equitable work environment.

We strive to integrate a gender lens into our organizational culture, initiatives, and programs to ensure that the experiences and needs of both women and men are properly addressed. This involves assessing the implications of our actions, policies, and programs on gender equality at all levels within the organization.

Women Representation

PSW believes that gender diversity is not just about increasing the number of female employees but is about ensuring their representation and due participation at all the hierarchical levels within the organization. Thereby, PSW ensures that its female employees are engaged in all strategic and operational decision-making processes.

Equitable Working Environment

Working women, in particular working mothers, are expected to manage dual roles as mothers as well as career professionals and can face challenges in maintaining work-life balance. Understanding the requirements of working mothers, PSW strives to ensure that an equitable working environment is created whereby:

- Women employees are enabled to manage their professional responsibilities with ease and flexibility without compromising their personal obligations; and
- Employment-related decisions are based purely on professional merit and do not take into account matters related to personal life such as maternity, childcare, etc.

Conducive Working Environment

PSW firmly believes that harassment by any means of action creates an intimidating, hostile, or offensive environment which is neither safe nor respectful. PSW resolves to ensure to provide a dignified, venerable, and conducive working environment particularly for its female employees against any such acts.

In a Workplace environment, harassment is characterized by any or all the following three significant aspects:

a. Abuse of Authority

A demand by a person in authority, such as a supervisor, for inappropriate advances for the employee to keep or obtain certain job benefits, be it a wage increase, a promotion, a training opportunity, a transfer, or the job itself.

b. Creating a Hostile Environment

Any unwelcome, inappropriate advances or other verbal or physical conduct of such nature, which interferes with an individual's work performance or creates a hostile work environment.

c. Retaliation

The refusal to grant favor of the inappropriate advances can result in retaliation, which may include limiting the employee's options for future promotions or training, distorting the evaluation reports, generating gossip against the employee, or other ways of limiting access to his/her rights. Such behavior is also a part of harassment. The employee may directly or through the line manager report the incident informally to the HR team. The employee may also make a formal complaint through their line manager or directly to the authority/Inquiry Committee, who may initiate the process of investigation.

PSW encourages its employees to report any perceived harassment without fear of reprisal or breach of confidentiality, to an adequate level of authority and ensures that their complaints will be heard and will be subjected to an objective investigation process and actions will be taken to rectify the situation, if required.

Accountability and Reporting

PSW holds all employees, including People Managers, HODs, and C-suite members, accountable for upholding our D, E, & I policy. Any incidents of discrimination, harassment, or bias are taken seriously and will be promptly investigated and appropriately addressed. We maintain confidential reporting channels and non-retaliation policies to ensure that individuals can report concerns without fear of reprisal.

9. Roles and Responsibilities

The HR department shall be responsible for ensuring diversity and inclusion. By developing a transparent monitoring and evaluation mechanism within the organization and its activities, the application of lessons learned is an ongoing exercise.

10. Information flows and reports

List of all activities shall be placed before the BHRC on semiannual basis.

11. Compliance

The HR department is the custodian of "The Diversity, Equity, and Inclusion (D, E, & I) policy and is responsible for regular review of their policies, practices, and initiatives to ensure they remain effective and aligned with evolving best practices and legal requirements. This may involve conducting internal audits, seeking external assessments or certifications, and actively seeking feedback from employees and stakeholders.

12. Scope Limitation

None except as mentioned above.

13. Amendments

The Company reserves the right to change or withdraw all or any part of the policy at any time. Any changes to the policy document shall be reviewed by the HRC and approved by the Board of Directors.