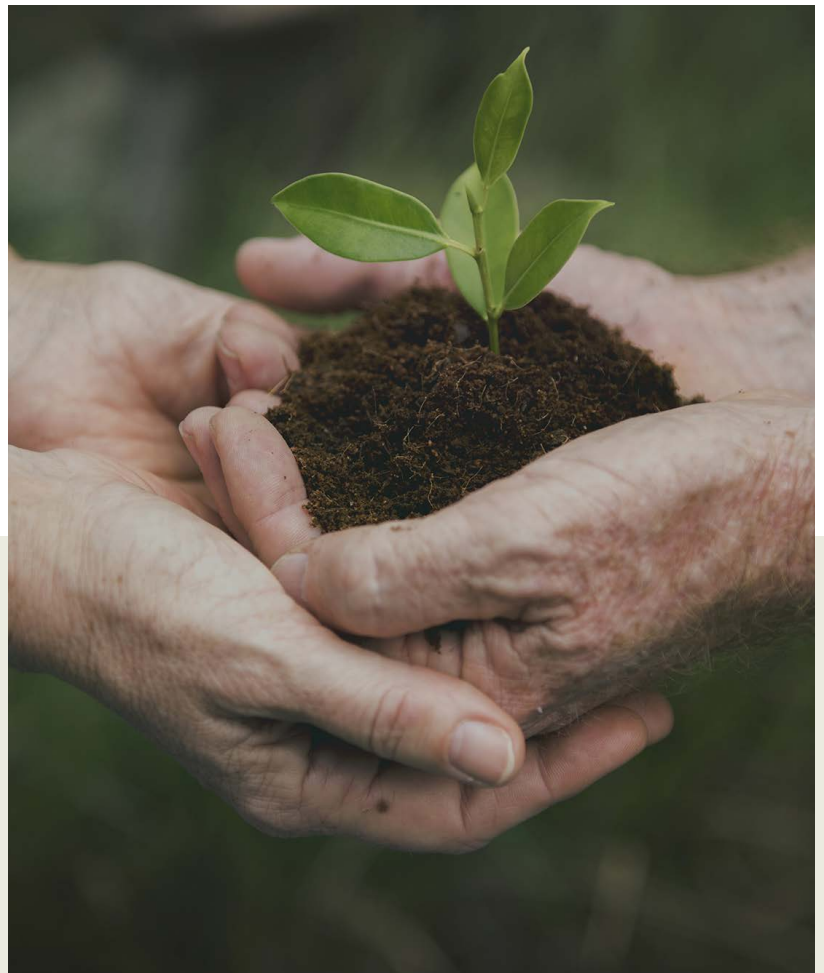


**U S
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Corporate social responsibility report 2021-22



OFFICE OF VALUES AND CULTURE

Empowering people
and communities for
boundless impact

ust.com

Report approach

The UST Annual Corporate Social Responsibility (CSR) Report 2021 (Financial year April 2021 - March 2022) attempts to present the CSR related projects and initiatives for community development, executed by the associates through volunteering efforts and/or with non-profit organizations that the company has partnered with.

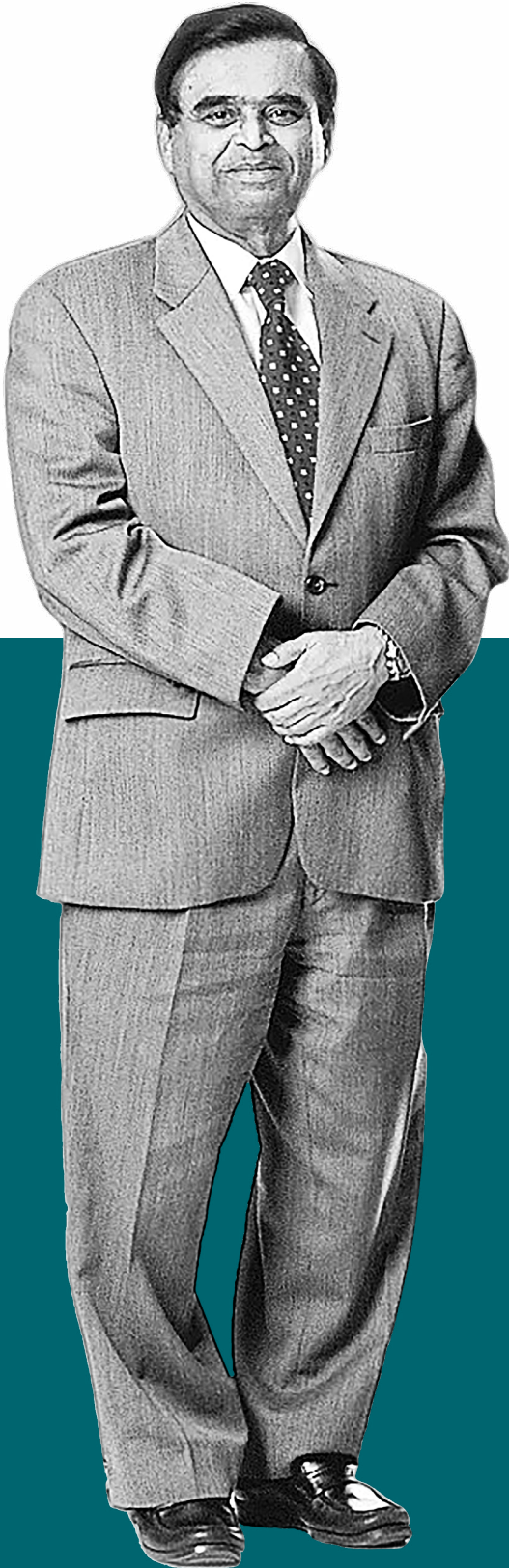
The Annual CSR Report 2021 represents the organization's commitments towards social transformation during and post the pandemic. The report highlights the efforts made to continue the support towards the initiatives in the area of Education, Health, Livelihood and Environment.

We have extended our business mission of "Impact Unbound" to our Corporate Social Responsibility (CSR), to facilitate the implementation of impact based social development solutions. The reporting approach of the Annual CSR Report 2021, is aligned with The Companies (Corporate Social Responsibility Policy) Rules, 2014 and Schedule VII and UN Sustainable Development Goals 2030 (SDGs) at India and Global level.

UST has a presence in 30 countries with 42 operating and 34 delivery centers and is involved in community initiatives in every location that they are present in. This Annual CSR Report 2021 covers significant and scalable initiatives executed during the year in some of our larger locations in India (Trivandrum, Bengaluru, Kochi, Chennai, Hyderabad and Noida), ASIA (Malaysia and Manilla), the USA (South Bay, Boston, San Jose) the UK (London), Europe (Poland), and Australia.

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Leader's message

The company should be socially responsible and use most of the wealth created to help people less fortunate than ourselves. We should be involved in something higher than ourselves. If you believe in this aim and you are inspired and motivated by this belief, no one can stop us.

G. A. Menon (1931–2003)
Founder Chairman, UST

Kindness is a way of life

We live in a world where kindness is becoming increasingly valuable. At UST, empathy and kindness are a way of life, which continues to nourish our purpose, vision and growth. It is the commitment to make a meaningful difference to the communities we are in that inspired our Founder Chairman, the late G.A. Menon. It is the same inspiration that guides UST's Corporate Social Responsibility framework and fuels every little gesture and initiative that is part of it.

Across 2020 and 2021, we came together to empathetically and urgently respond to the pandemic and other global crises. We relied on the kindness of our employee-volunteers who gave their precious time to care for communities worldwide; those impacted by the debilitating effect of the COVID-19 pandemic.

As the second and third wave progressed in many regions, UST helped with medical infrastructure support and food and ration supplies across India, the US, UK, Spain, Australia, Philippines, Malaysia and many other locations. In India, this included work in 26 districts across five states, reaching-out to members of remote rural and disadvantaged communities.

Besides implementing health and disaster relief initiatives last year, our teams partnered with trusted NGOs, local government bodies, and community groups to carry out work in the education sector. I'm happy to share that this focus is part of UST's vision for a digitally empowered world, as we attempt to establish a digital ecosystem for students and teachers alike.

I believe the best gift we can give others is to remind them of their strengths and help them establish their rightful place in society. As an organization, we continue to work with women and youth by offering skill-based training, job placements, and support for small-scale entrepreneurship. While we connect with these diverse groups across society in our attempt to support them, we have been taking steps to improve their access to better healthcare and nutrition.

UST believes that the planet belongs to all living species. With the growing environmental and climate changes and crises, we need to act quickly and now. Whether it's my home or yours, all spaces that span our beautiful planet deserve to be more green so that life can sustain itself without threats. Passionately committed to the need for sustainable development, UST is working to reduce carbon emissions through projects to increase green cover, besides efforts to preserve and regenerate water bodies to protect and conserve our environment.

As someone who believes in the wisdom of Nature, I'm grateful that as an organization, we have been able to plant countless trees in many parts of the world, despite all the challenges of the pandemic. I particularly thank our teams who made this possible through their determination to build a sustainable world.

It is the same determination that drives UST as an organization when we see our core values of Humility, Humanity and Integrity influencing every act of kindness we show our fellow human beings. I'm humbled at this point to share that UST has been able to transform the lives of more than 200,000 lives through our initiatives in education, health, nutrition, skill building, disaster relief and environment protection. More than anything else, I'm grateful to all our teams and partners who made this possible.

This little milestone is a reminder that we have more responsibilities on our shoulders, to see more smiles on the faces of those less fortunate than us, more miles to travel.

At UST, giving is part of living and that is how we can make this world a better place. In the days to come, we look forward to transforming more lives through human-centric technology and through kindness and compassion.



Krishna Sudheendra
Chief Executive Officer

Reaching out, touching lives

We all have within us the strength, resilience, and passion to change the world. This year at UST CSR, the focus has been on resilience. Resilience to see through what we started in previous years, patience to deepen and strengthen our engagements with stakeholders, and efforts to nurture and maintain ongoing social commitment initiatives.

At UST, our core values - Humility, Humanity, and Integrity – are anchored in our DNA and our commitment to the community transcends any mandated structure or framework. Our commitment to humanity – irrespective of race and colour – remains strong. Our cornerstones remain the same: education, livelihood, health infrastructure and environment. Within this framework, we have scaled up our existing social commitment projects, deepened our engagement with stakeholders, allocated more resources where required, and extended our geographical reach and scope of work, especially in tribal and rural areas – the places where we are most needed.

Added to that, the continued pandemic, and other disasters, from floods in India and typhoons in Manila engendered considerable relief work. Our teams were ready with emergency aid and resources families back on their feet with food, shelter, and livelihood support.

That is not to say we have not expanded our scope and range of responsibilities. With an additional focus on data-driven reporting and evaluation, we reached out to more NGOs and embarked upon several new initiatives; our Panchayat (village) libraries & and learning centres, for example lights the torch of learning to all age groups. Our overall portfolio of qualitative, impactful programmes has grown and touched over 2 lakhs lives.

Digital transformation took centre-stage in many of our projects, and we assigned large budgets to create digital environments for learning and livelihood. After all, our core mandate of transforming lives thrives on newer technologies, which present greater opportunities to redefine the future of work and reimagine business and societies.

As always, our attention is skewed towards the more vulnerable sections of society, - women, children and the physically and mentally disadvantaged. The impact of our efforts is beginning to bear fruit, as you'll see from some of the stories narrated in this report.

In fact, the events of the past couple of years have been particularly harsh on the disadvantaged, the disabled, and the marginalized sections of our communities and localities, and a record number of large companies have been forced to take cognizance of the overarching effects of ESG issues—from climate change to human rights violations—and set sustainability goals.

We make it a point to go beyond the 2% net profit mandatory compliance budget for CSR initiatives in India. And in fact, have also taken on corporate responsibility for humanitarian and environmental causes globally. The year 2021 saw us collaborate with new NGO partners in the USA, UK, Asia and Australia. Next year we plan to sustain and scale what we started, expanding our canvas to eventually touch three billion people worldwide, through business and social impact.

In all our endeavours, volunteer engagement is crucial. And we are ever grateful to our associates, our teams of volunteers who are always ready to support our projects with time, resources and often, contributions.

In conclusion, it has been an eventful year, yet through it all, our focus has been unwavering, and we continue to work steadily towards our ultimate goal of creating sustainable environments, inclusive societies and opportunities for all.



Sunil Balakrishnan
Chief Values Officer

Our values

Our core values, **Humility**, **Humanity** and **Integrity** emanate from the vision and wisdom of our founders. These values guide our company, serving as its cultural cornerstone.

Living the values: UST integrates its core values into all aspects of its operations and activities. This has engendered a unique culture which is embedded in the company. Providing the foundation for action through the organization and making us one of the best technology and digital services companies on the planet.

The Office of Values and Culture (OVC): Set up in the year 2019, the OVC manifests the company's commitment to integrate business and ethics into our everyday work.

The three pillars of the OVC:

- Corporate Social Responsibility (CSR)
- Values and Culture
- Colors of UST (Employee Engagement Framework of UST)

The mission of the OVC is to sustain, strengthen and scale our values globally. We will ensure that the three pillars that constitute the OVC will drive its mission through volunteer-based initiatives across geographies and verticals. Ensuring our customers and communities experience our values in compelling ways.

OUR CORE VALUES



Office of Values and Culture (OVC)



Social commitment - strategy and approach



Volunteer engagement

80% of UST associates are actively engaged in social commitment initiatives with a sustained approach



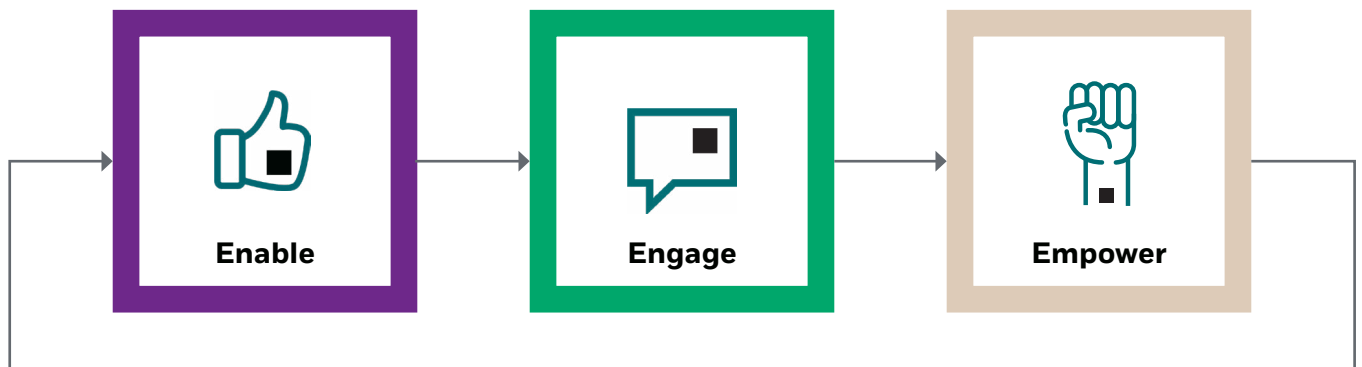
Inclusive approach

Focus on vulnerable communities (women/ children/disabled and discriminated)



Long term impact and sustainable solutions

Need based and outcome driven social initiatives



Impact Unbound: the story continues

At UST, our commitment to society underlies our work, and it continues to remain our guiding principle. The upheaval caused by the pandemic in last few years has escalated the need to make an even bigger difference in our 5 key focus areas of Education, Livelihood, Environment, Health and Disaster Management.

UST initiatives are not limited by geographies or budgets. We go beyond the mandatory compliance requirement of allocating 2% of the net profit for CSR and much thought and effort go into our activities, in India and across the world. We are fortunate to have stakeholders, across the organization, employees included, who are deeply invested in ensuring not only our businesses but also our activities are aligned towards making a difference where it counts.

As we continue to support our partners of the previous years, helping them evolve in their services, it is gratifying indeed to see our key focus areas begin to intersect. Leafing through this report, you'll find our environment initiatives providing livelihood, education helping improve health and livelihood outcomes, and many other such overlaps.

It has been an action-packed year, because apart from our regular activities which grow in scale every year, we continue to bring in newer projects and ventures under our umbrella. It's exciting to see the impact of our work not only on individuals but also having a ripple effect and benefitting the larger community and even entire societies.

Creating shared value for the organization while building a better world

Corporate Social Responsibility is "the continuing commitment by business to contribute to economic development while improving the quality of life of the workforce and their families as well as of the community and society at large." Globally, CSR aims both to examine the role of business in society and to maximize the positive societal outcomes of business activity.

At UST, CSR initiatives flow naturally from our core values. It is integrated with the company processes and worked towards community development since its inception, 1999, demonstrating the commitment of the organization towards the triple bottom line of the business: Profit, People, and Planet.

At the National and Global framework level, the UST CSR focus areas are aligned with UN Sustainable Development Goals* 2030 and Schedule VII activities of (Corporate Social Responsibility Policy) Rules, 2014. [The UST CSR policy focus areas work on Education, Health, Environment, Livelihood and Disaster Relief.](#)

UST Welfare Foundation UST's CSR strategy dovetails neatly into the Company's mission of "Impact Unbound".

The UST Welfare Foundation is aligned to and works on the CSR focus areas of UST in areas of Education, Health, Environment, Disaster Relief, and Diversity & Inclusion. The CSR approach has been evolved from a one-time philanthropic activity to the impact-based programmatic approach of implementation under each CSR vertical area. Focus is given to inclusive community development and the empowerment of women and differently-abled people. UST Welfare Foundation follows the standard process for partnering with credible grassroot level non-profit organizations as implementation partners. UST Welfare Foundation programs also integrate with the employee engagement framework of the Company, Colors, to ensure the active participation of UST employees and contribution towards result-oriented CSR initiatives. Of our global workforce of 29,000 employees, more than 20% are actively engaged in the CSR activities thereby directly contributing to the benefit of communities across geographies.

Established in 2015, UST Welfare Foundation, a non-profit organization, acts as a nodal body to implement CSR initiatives for UST and its subsidiaries, in India and the USA.



*The 17 Sustainable Development Goals (SDGs) are the world's best plan to build a better world for people and our planet by 2030. Adopted by all United Nations Member States in 2015, the SDGs are a call for action by all countries - poor, rich and middle-income - to promote prosperity while protecting the environment. They recognize that ending poverty must go hand-in-hand with strategies that build economic growth and address a range of social needs including education, health, equality and job opportunities, while tackling climate change and working to preserve our ocean and forests.

For more details please visit <https://sustainabledevelopment.un.org/>

Transforming lives



Total lives impacted

215,910



42

Projects
engagements



40

NGO
partners



6

States covered
in India



9

Geographies at Global
locations engaged



1,000+

Volunteers
engaged



Education

7,520
Lives



Health

118,605
Lives

CSR dashboard
FY 2021-22



Livelihood

1,005
Lives



Environment

39,000
saplings planted

12,686,974+ gallons water conservation



Disaster relief

88,780
Lives

CSR initiatives

CSR focus areas at UST align with UN SDG and are guided by the National CSR guidelines. Our CSR initiatives are planned, implemented and the outcomes measured according to the CSR policy of the organization. Diversity, equity and inclusion are deep abiding commitments of UST for all our social programs.

Education

- Adopt a school
- Student scholarship programs
- Panchayat, village council, libraries for rural areas
- Community-based digital learning centres



Health

- Health infrastructure at primary, secondary and tertiary level
- Reproductive and menstrual health and hygiene
- Prevention of hunger and malnutrition
- Mental health initiatives



Livelihood

- Skill based trainings and job placements
- Women livelihood and entrepreneurship
- Agricultural technology based livelihood initiative for tribal youth



Environment

- Conservation of green spaces and biodiversity
- Afforestation projects
- Coastal area preservation with mangrove project
- Lake rejuvenation initiatives



Disaster relief

COVID 19, flood and typhoon relief work

- Food and ration support to vulnerable communities
- Medical supplies (infrastructure, equipment and consumables) to health facilities and front line health workers

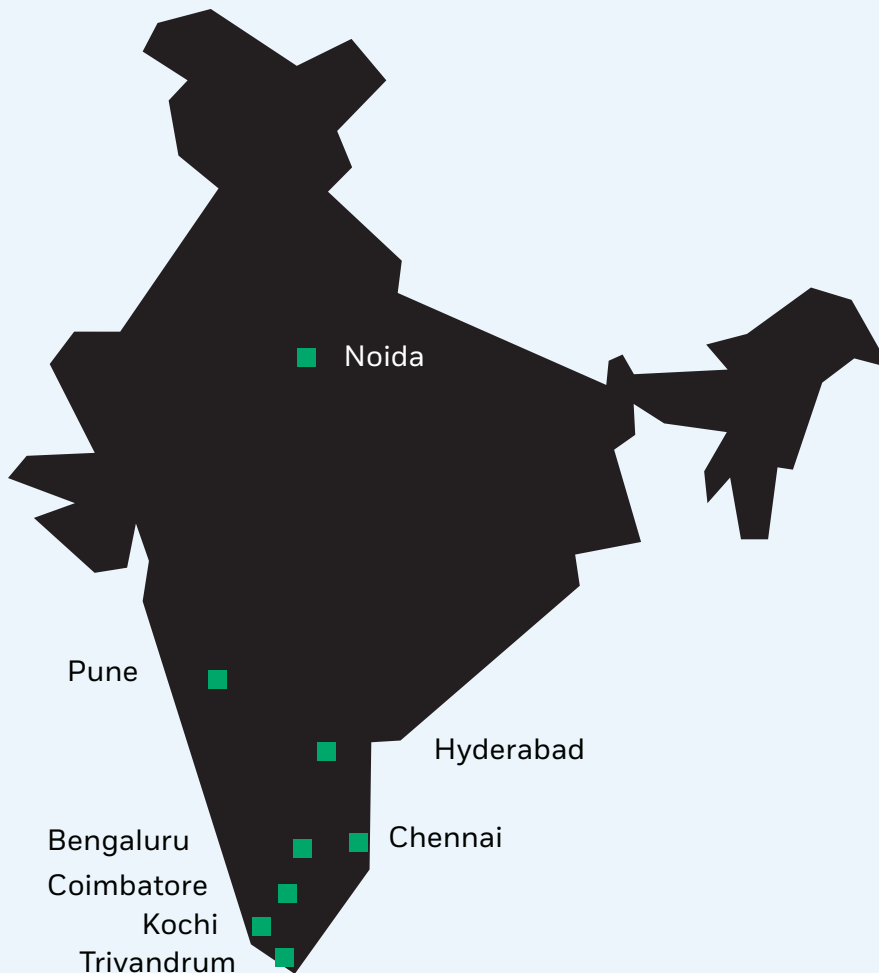
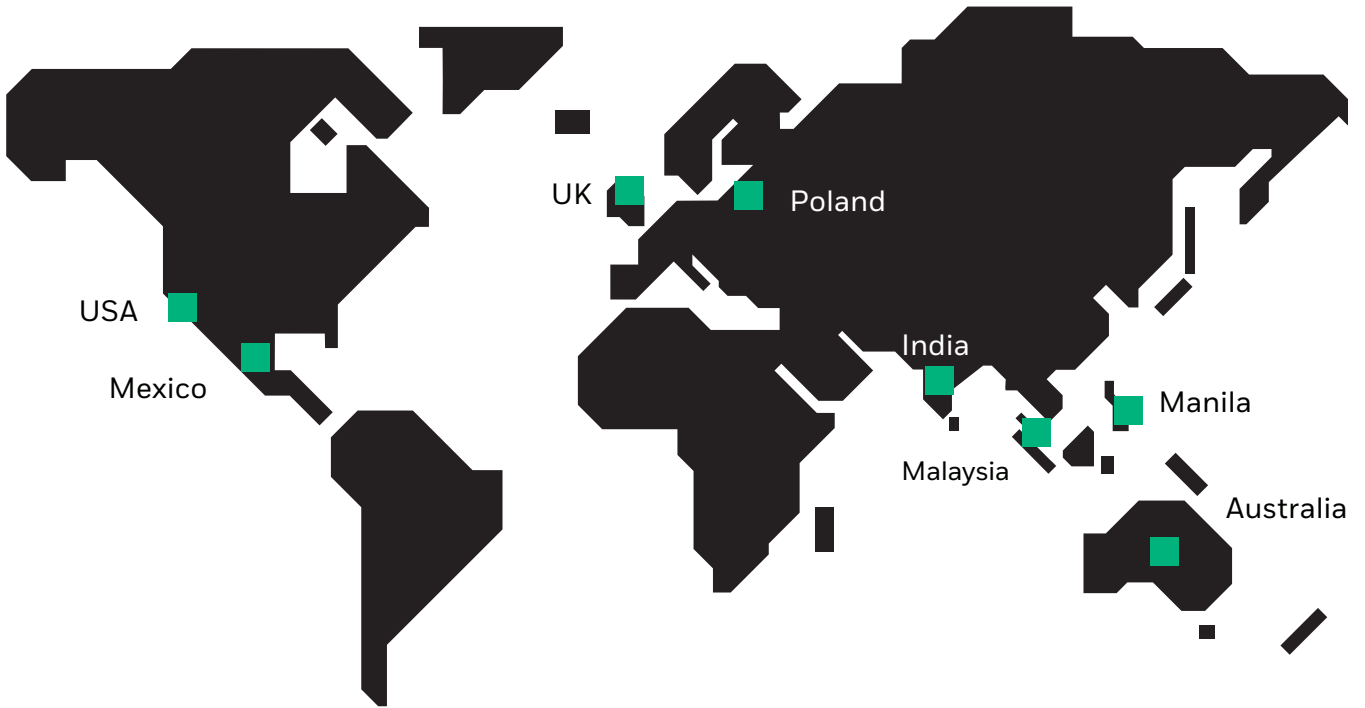


Disability & inclusion

- Support for the disabled and children with special needs
- Education support to children with autism
- IT/ITES based skill development and livelihood support
- Medical assistive device for people with disability (PwD)
- Support Kerala's blind women's cricket team



UST CSR footprints in India and global locations



Transforming lives through education

As befits a leading IT company, we invest a great deal in technology-based education solutions. Happily, learning outcomes amongst the school children we support from underprivileged societies are showing constant improvement.

As the 2nd and 3rd waves of Covid 19 hit, we stepped up our efforts to mitigate the fallout in education. Our education mandates for 2022 continued with the comprehensive life cycle approach in addressing the education-related programs that help every child attain accessible, equitable, quality education, and employment. And we continued expanding our geographies, scaling up activities, and increasing the number of beneficiaries in the remote locations impacted by the pandemic.



A lifecycle approach to education

UST CSR doesn't stop at getting children through school and college. Our commitment goes much deeper. We support them beyond conventional schooling, with scholarships, skill development, livelihood & employment.

In 2021 we adopted more schools and set up digital ecosystems, smart classrooms, and computer labs. To encourage interest in learning, we sponsored mid-day meals, TVs in remote villages where no other media was accessible, and even an experimental panchayat library/learning centre.

Soft skills training and tech seminars were organized to make students employment ready. Our volunteer employees pitched in, as always, mentoring students through buddy systems

and helping final year students explore internship and recruitment opportunities within UST.

UST CSR makes an extra effort to support women and the disabled, who are always the worst hit when tragedies strike. Some of the ways we could help included braille books, disability-friendly tablets, and mobiles with apps for the blind and special teaching and learning materials for children with autism.



Impact

4,200

Students supported under the Adopt-a-School Program for continuing education

2,010

Teaching and learning materials

254

Students received scholarships

950

Students supported with digital resources

106

Disabled children supported with disabled friendly teaching-learning

24

Community based digital learning centers and libraries set up

UST CSR initiatives in education are broadly segregated into 5 buckets

1

Adopt a school

2

Student scholarships

3

Panchayat, village council, libraries

4

Community-based digital learning centres

5

Education for the children with disabilities

1 Adopt-a-school



Adopt-a-school, our flagship education program is now up and running in 5 States in India and this year we added 3 new states. This is despite the challenge to develop solutions for rural/tribal students with little or no access to digital resources.

During this second year of the pandemic, we focused on basic infrastructure needs and on bridging the gap between students of rural/tribal regions and teachers to shift to an online mode of education.

Adopting a school requires that we look into 3 major areas of improvement:

1.1 Infrastructure development:

- Toilets
- Classroom furniture
- Smart classrooms with projectors/ digital screens
- Computer labs
- Kitchen gardens
- Libraries
- Rainwater harvesting units

1.2 Teaching and learning support:

- Books, stationery, activity kits, school bags
- Teacher's support to government schools

1.3 Development of a digital ecosystem:

- Satellite-digital based education in schools, tribal hamlets, and rural areas

- Computer labs in schools and colleges
- Laptops, tablets, and desktops with solar-powered batteries
- Computer labs set up with projector room and IT teacher support in shelters and service homes
- Provided computers, laptops, tabs, and mobiles to students

2 Student scholarships

UST CSR offered economic assistance to the students for continuing their education with: **Vidyadhan**, which is an ongoing sponsorship for engineering students, and the **UST Welfare Foundation Scholarship** which is for students whose education was interrupted by the Covid 19 crisis. Both the programmes are being implemented at pan India level.

Hope for the future

Little Sanju was almost 13 years old when his parents Geetha and Kannan discovered there was help out there for autistic children. Till then, his parents had managed the best they could, with a child who was unable to do even the most basic tasks. Geetha looked after her child full-time, and when even she couldn't manage, her truck driver husband Kannan gave up his job to help. They were almost at the end of their tether when they came into the centre. The centre counsels and helps parents to deal with the mental trauma of taking care of autistic children.

Sanju underwent a comprehensive set of therapies to enable his to look after herself.

Sadly, his parents had run through their savings by this time and though Kannan went back to his work, they were struggling to survive. It was then Geetha decided to join our livelihood training program for students and parents.

Like Geetha, 15 other mothers of autistic children also signed up for our training in block printing, textile design, and stitching. They were also to take orders, price, and supply products. Their new skills helped them supplement their income and become more independent.

The journey continues

Our skilling programs for graduating students and mothers gives them the support needed to get a head start in live. Learning the same skills allows them to work together, which is a big support for the autistic children, while empowering the mothers too. The bond created between them helps translate into better business and more satisfaction.



Vidyadhan project supports engineering students

Project Vidyadhan, with Sarojini Damodaran Foundation covers poor students across Kerala, Karnataka, Tamilnadu, Telangana, and Maharashtra. In keeping with our lifecycle approach, our volunteer teams work directly with each scholarship student to train them on life skills, as well as mentor them on careers in Information Technology. This improves their employability quotient and makes them better equipped for job placements.

Vidyadhan UST partnership has impacted 306 (176 girls and 130 boys) since its inception. Out of which 227 students now have jobs, and the remaining 79 students have opted for higher education. Students from the Vidyadhan project have also been placed through UST's campus selection process in 2021.

UST Welfare Foundation Scholarship



This scholarship was offered to students whose parents/caretakers lost their jobs during the Covid 19 crisis and were unable to support their children's dreams. Girls are often the first to lose out, education for them being considered optional, so in keeping with our policy, we focus on sponsoring them.

Through this program, we supported 55 students, from primary to higher education. These scholarships were offered directly through our foundation.

3 Panchayat, village council, libraries for rural areas



Education doesn't necessarily come only through formal schooling. We decided to initiate community libraries in the rural areas of Karnataka and Tamil Nādu, in partnership with the local panchayats (village councils) and NGO partner India Literacy Project.

The project objectives:

- Child-friendly libraries for children of grades 4-10.
- Career Guidance Programs for older students of grades 9-12

The 20 libraries in Gubbi Panchayat, Karnataka, and Madurantkam Panchayat, Tamilnadu have been accessed by 470 children in six months.

The libraries provide 350+ child-friendly color-coded English, Kannada, Tamil & bi-lingual books, career guidance kits with charts and career planners, and attendance registers for tracking children. Reading assessments in the libraries help improve the reading skills and comprehension of children, which then leads to improved learning outcomes!

4 Community-based digital learning centers



UST CSR Trivandrum team, in collaboration with NGO partner Thanal, came together for the tribal community of Wayanad and set up 57 community-based learning centres in anganwadis (centres for early childhood education and support), cultural centres, community halls, etc.

The digital setup in anganwadis will now benefit their mothers and children too, while the community-based learning centres will be maintained by the panchayat.

These common study centres are equipped with satellite-based education systems, including projectors, 16 TVs, computers with cable, and mobile phones to enable continuous education for all age groups. Teachers are appointed, and mentors are assigned to students, by the Block Resource Centre.

The library, set up for the use of the students, and the data charges and maintenance for it will be taken care of by the panchayat, or the village council. Each centre accommodates 15-20 students at a time for online and offline studies.

5 Education for the children with special needs



A large number of India's youth suffer from single or multiple disabilities. The challenges faced by them lead many of them to drop out of school early. Even if they do attend, they rarely progress beyond the primary level, ultimately leading to lower employability and poverty.

Equal opportunities, protection of rights, and full participation

UST CSR policy and programs focus on inclusive education for those with disabilities. This mandate cuts across all our other education initiatives. The projects we support for continuing their education are:

Inclusion of differently advantaged children into mainstream education

The right to education is universal and must extend to all children. **Project Nanagu Shale**, a UST-Fourth Wave Foundation partnership, enables inclusive education for children with special needs, by helping parents, teachers and the community take ownership of mainstreaming them into education.

The Nanagu Shale project has two components:

1. Capacity building: The project provides learning platform for Block Integrated Education Resource Trainers (BIERT), teachers, and caretakers of children with disabilities. The project exposed teachers and helpers to international standards of treatment, the learning difficulties faced by children in each category of disability, and the tools and technologies available. It also showed them the right way to handle disabilities, appropriate early identification, and support to facilitate education, therapies, and holistic management of disabled children. This was critical while schools were shut due to the pandemic. Importantly, we also ensured that the learning passed on to the teachers and helpers gets implemented.



2. Handbook for counsellors, teachers, and schools: The Nanagu Shale handbook is designed to enable all those responsible for working with children, whether as counsellors, teachers, trainers, or management, to create inclusive and enabling environments in communities at large. Available in English and Kannada, the handbook includes best practices across the globe, with international content on understanding and implementing inclusive education for children with disabilities, and a section on Nanagu Shale's experience from the past 15 years. This book also delves deep into the Inclusive Education Framework, Rights of Persons With Disability, and guidelines for an inclusive learning and barrier-free environment.

The handbook was launched by the State Education Minister, Karnataka, along with the UST and Fourth Wave teams in Bangalore in March 2022.

Children on the autistic spectrum

Our life-cycle approach to education is very much evident in our programs for children on the autistic spectrum. UST CSR policy and programs emphasize the basic life skill approach, through continued teaching and learning. UST CSR NGO partners ASHA Charitable Trust (Academy for Severe Handicaps and Autism), Hope, Jyothigamaya (Center for Blind children), and Gyanjyothi Trust are all aligned with our initiatives of continued support through education, counselling, therapies, and teaching-learning sessions of art, crafts, and music. These sessions focus on **pre-school and early childhood intervention, primary education, pre-vocational training, parent training and support, guidance, assessment, and mentoring**. All of which will help develop the life skills and craft training necessary to evolve into independent, self-supporting young adults.



UST CSR sponsors customized teaching and learning materials for the children, braille books and tablets with braille-assisted software and non-visual desktop application for the children with visual impairment/blindness, and skill training for employability and livelihood.

Holistic interventions for physical, mental, and social health

COVID 19 has taken a severe toll on health care delivery systems globally. As the pandemic continued to disrupt essential health services, it also put light on the need to build back essential health services and fill the gaps at all levels of the health delivery system.

Given the crisis, we provided medical aid for those affected with COVID 19 and continued our support of Primary as well as Secondary Health Care services.

At UST we believe that health is more than a mere absence of disease. Thus, we support holistic interventions that embrace all aspects of health. Starting from strengthening the health service delivery system by developing infrastructure to a spectrum of health services and interventions at all levels, physical, mental and social.



Impact

1,400

Terminally ill patients supported for the treatment

215

Disabled children/people provided with medical assistive devices

660

Adolescents/youth counseled and engaged to prevent substance abuse

1,350

Adolescent girls provided optimum nutrition for combating malnutrition and improving reproductive health

2,340

Patients given primary health care and diagnostic services at tribal health camps

2,640

Treatment and drugs support to the patients in public health facilities

1,10,000

Children provided with Mid day meal in schools

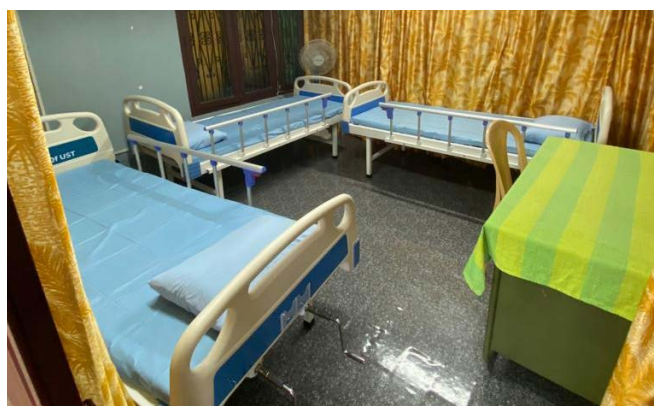
12 institutions

Infrastructure development at PHC, CHC and district hospitals

1. A whole-of-society approach to health and well-being

Our comprehensive health care solutions, which focuses on the needs of individuals, families, and communities, covers:

- Infrastructure development at primary health centres and government hospitals
- Community-based health camps in rural and tribal areas
- Setting up of medical equipment at blocks, districts, and State level hospitals
- Treatment of critically ill patients with chronic non-communicable diseases like cancer, kidney failure, degenerative diabetes, etc.



2. Health services for people with disabilities

In any downturn, whether a health crisis like the one seen in recent years or an economic fallout, people with disability get impacted the most. Here are some of our interventions in this area:

- UST CSR volunteers engaged directly with children and adults with disabilities and work with them to assess their needs, get a primary level diagnosis and provide customized medical assistive devices for them. Volunteer teams work with the UST Welfare Foundation to help provide wheelchairs, prosthetic limbs, and speech and hearing aid for children who need them.

- UST CSR equipped 100 people with medical assistive devices like above-knee prosthesis, wheelchairs and hand pads in Bangalore (rural and urban), Davangere, Dharwad, and Gadag, in partnership with the NGO Association of People with Disabilities.
- Specialized manual and electric wheelchairs as well as physiotherapy sessions were organised for 20 people with muscular dystrophy and spinal muscular atrophy, through Project Sahayathra, with our partner Mobility In Dystrophy (MinD), Kerala.
- Our interventions to support children on the autism spectrum include one-to-one therapy sessions which enable children to learn basic life skills and lead healthier lives. Our NGO partners Hope and ASHA Trust work with us on these autism initiatives.



3. Mental health related initiatives

UST CSR is deeply invested in supporting initiatives related to mental health. We work closely with the patients and inmates of Santhimandiram, a psychosocial rehabilitation centre in Trivandrum, Kerala. Going beyond their basic needs of medicines, clothes, beds and food supplies, to supporting infrastructure needs. In fact, UST associates visit regularly to work with mental health patients on the plantation, to distribute eco-friendly materials, and organise recreational activities for the patients. Close to 100 patients were personally counselled in the year 2021, and close to 30 were reunited with their families.

Even the darkest cloud has a bright star behind it

For Sumitha, home for the last 6 months has been the four walls of the Mental Health Center, in Thiruvananthapuram. No one believed her when she said claimed she was mentally sound, and all she wanted was her child back. Sold in marriage and taken to Dubai years ago, Sumitha was physically & sexually abused. She managed to escape back to India with her baby, but back home in West Bengal, her stepmother at rejected her and she fled to Kerala. When she reached the railway station with her baby, the police arrested her, assuming the baby was stolen. She was then sent to the Mental Health Centre in Thiruvananthapuram.

Heartbroken and disoriented, Sumitha shouted and abused hospital authorities till UST volunteers talked to her in her mother tongue and eventually learned her story. After hearing her out, our volunteers worked with CONNECT, a program supporting the mentally challenged, along with the hospital authorities to document her story, and put together reports and evidence which helped her legally get back her child, so she could finally return to her native place and find a job, to help support herself and her child.



Substance abuse prevention through sports



Empowering the youth to say 'NO' to drugs

Project VENDA, a UST-Fourth Wave Foundation joint initiative, works primarily in Kerala to effectively contain and manage substance abuse among teenagers and young adults. We achieve this by using a range of focused

activities - encouraging children to channel their energies into creative pursuits, disseminating relevant information counselling, facilitating rehabilitation, and so on.

The VENDA Cup

One of the methods the project uses for awareness and rehabilitation is based on the 'alternative pursuits' theory. This adopts enjoyable social engagement activities to help teenagers focus on more positive goals and to channelize their energy productively. Football is one of the main tools we use to engage our teenagers. To make it more exciting, we sponsor VENDA Cup, a football tournament.

VENDA Cup, an annual event for school children, allows them to experience a professional football tournament on a standard playing field.

VENDA Cup 2021 is a platform that enables students to showcase their skills in a professional football league, encouraging them to aspire higher. In March this year, 66 teams from high-risk areas competed for the VENDA Cup 2021, with COVID protocols in place. Sunil Balakrishnan, Chief Values Officer and Global head for Centers Operations inaugurated the football match event, and our UST Kochi team participated in the event.

Maternal and infant health and nutrition

Hunger and malnutrition

Attappady in Kerala is notorious for its high infant mortality rate (IMR) among the native tribal population. There have been several studies done on the subject since 2013, when the region hit the news for a large number of infant deaths. The issue of infant deaths is extremely complex with many inter-related factors contributing to it. Though government systems have improved since then and there has been an ever-increasing focus on the improvement of maternal health in Attappady, the number of infant deaths still remains above 25, way above the state average of 7.



The importance of nutrition

One of the reasons for high infant mortality is the poor health of girls during the adolescent period. This contributes to under-nourished mothers, leading to miscarriages and other morbidities associated with pregnancy and delivery.

The occurrence of several neonatal deaths led the National Nutrition Board in Attappady to conduct studies that revealed a low intake of protein in adolescents, especially girls. In addition, they also suffer from menstrual and reproductive health problems, psychological issues, the custom of early marriage, etc. Thus, a targeted program for adolescent girls' health and well-being needs was essential to ensure that a healthy generation next.

Our health and nutrition project, focusses on mothers and children is planned, implemented, and monitored by the UST CSR Kochi team, in collaboration with our field partner NGO Swami Vivekanand Medical Mission (SVMM).

The key areas of the project are:

- **Nutrition:** Improve the nutritional status and food habits of tribal adolescent girls who are at high risk of malnutrition
- **Sexual and reproductive health:** Bring awareness among tribal adolescent girls on sexual and reproductive health, encourage them to adopt safe practices for menstrual hygiene, delaying pregnancy, and prevent sexual exploitation
- **Mental health:** Increase awareness of mental health, provide psycho-physical support for tribal adolescent girls to improve their behavioural health and illness, prevent suicides

The three years project (2021- 2024) extends across 90 hamlets of the Attapady district, covers 945 adolescent girls, with a special focus on 600 adolescent girls with malnutrition parameters. The strategy is to engage the entire community, with the major interventions in the areas of:

- Community-based peer groups and training
- Dietary Interventions, in the form of supplementary nutrition, development of kitchen gardens
- Cluster level capacity building
- Counselling and Psycho-Social Support

Let's talk about it

Tribal girls are beginning to open up and talk to their Cluster Coordinators about their problems. Here is how it has helped girls like Kalavathi, Ajitha and Seeta (names changed).

At one of our Menstrual Hygiene and Reproductive sessions, Kalavathi realised that she was using 10-12 sanitary pads a day, way above the average. Our Cluster Coordinator spoke to the parents about it and organised an appointment with the gynaecologist, only to discover Kalavathi had severe anaemia, which had led to more complications. Thankfully, though still under medication, she is now on the road to recovery.

Ajitha's 10th grade marks were too low for her to go to the 11th grade so her parents flatly refused to allow her to continue her education. Our Cluster Coordinator spoke to the parents and subsequently to the district resource person, to help resolve the issue. They discovered there was a clerical error, there were seats available, and Ajitha got the green signal to continue her education.

Seeta was in 7th grade when she ran away from home with an older man. She was rescued and brought back home, but now her parents started monitoring her every movement. She was grounded, no one trusted her anymore and felt desperately guilty. Naturally she was dull and moody when she joined our community health sessions. When she slowly started opening up with the Cluster Coordinator, she learnt of the POSCO child protection act, and realised how she was trapped by an older, more experienced adult. The CC also had a discussion, to explain this to her parents. It took several sessions to smooth things out between the parents and the child. Fortunately, she is a livelier student today, and looks forward to a happier life.





Peer support groups

Community health sessions help engender peer support groups. Girl problems like low Body Mass Index (BMI), anemia, irregular periods, etc., can finally be resolved with their help. Often the solution simply lies in a better diet. The below interventions add value to the nutrition project outcomes:

1. Kitchen gardens

Volunteers have distributed seeds and bio-fertilizers, and now about 85% of families are recycling their kitchen waste to use in their gardens.

2. Nutrimix

A highly nutritious, easy-to-use millet-based mix was developed and distributed to them. Many are now using this mix in their daily cooking.

Mid-day meals for school-going children

Socio-economic causes are one of the main deterrents to education among disadvantaged children in India, and the mid-day meal works as a great incentive for students to come to school and parents to send them.



Our goal to fight hunger and ensure increased access to nutrition and education for marginalized children align with that of our partner in this endeavor, the Akshaya Patra foundation.

In 2021, we reached 2 lakhs+ children in the States of Karnataka and Telangana, with hot cooked food served at schools through this program. We also provided students with Happiness Boxes (dry ration, books, stationery, and hygiene kit) during the second year of the pandemic, under our adopt-a-school program in Karnataka and Tamil Nadu.

Health and hygiene among Pourkarmikas, female sanitation workers



The high-risk working conditions among the female sanitation workers at the block and district level raise a major concern. While supporting the female sanitation workers with hygiene kits during COVID 19, we discovered a huge gap in their menstruation health and hygiene practices. UST CSR volunteer groups, in partnership with field-based NGOs, Bangalore North Round Table, and Stone Soup, organized a health camp for primary level diagnosis of communicable and non-communicable diseases. The health camps, which ran over five days in December, covered a total of 501 Pourkarmikas and raised awareness about menstruation health and hygiene practices. Our CSR partner Stone Soup distributed menstrual cups and instructed the Pourkarmikas on the usage of the cups.

Teaching people to fish

As the old saying goes, “If you give a man a fish, you feed him for a day. If you teach a man to fish, you feed him for a lifetime.” Post-Covid 19, providing a livelihood, especially for the weaker sections of society – women, the youth, and the disabled – became crucial. One fine success story was the installation of milling and tilling machines in Wayanad (see box). Others include training programs in block printing, textile design, and stitching for autistic students and their mothers.

Many of our efforts in areas such as education and environment translated to jobs and livelihood. Our life skills programme for children on the autistic spectrum, for example, expanded to include craft training for livelihood, for both graduating students and their mothers. Our mangrove and lake rejuvenation projects brought back livelihood opportunities for fishermen, while the rejuvenation of forest land gave employment to the local tribes, as did the nurturing of medicinal plant gardens (which could well be counted a health mandate overlap too!).



Impact

100

Youth trained under NSDC approved skill based courses for job placements

50

IT based skill development training for the People with Disabilities

215

Women were provided a stitching unit with demand and supply chain set up

120

Girls of destitute homes equipped with digital lab and IT skill training for job placement

30

Mothers of autistic children were trained in block printing and textile design to provide them with livelihood support

460

Tribal youth and women supported with community-based agricultural processing unit

108

Local tribal community people benefited with livelihood working in UST CSR afforestation project

50

Women from the cricket association for the blind, Kerala, supported to set up independent Food processing units

Harvest a handful of stars

The villagers thought of Tony as a lazy, good-for-nothing chap. He felt a sense of despair every morning. Why to bother to rise, he thought. He had no regular job, no money to plan for the future, and nothing to do.

Covid 19 had destroyed what little chance of livelihood he had and he struggled even for basic food for his family. He wasn't alone. Many others in the little tribal hamlet of Sambarkode felt the same. Even those who grew their crops were affected by Covid 19 travel restrictions, because it was a challenge to travel 14+ km every time they had to get their millets and lentils processed.

In an attempt to address some of these challenges, UST in association with NGOs Thanal and PAN India set up a community-managed millet processing unit at Agali in Attappadi. The unit, situated within walking distance of five tribal hamlets, and within easy reach of 20 others, is equipped with five machines that can process multiple varieties of millets, like a finger, foxtail, Kodo, pearl, pigeon pea, and maize. This has helped the tribals in multiple ways: it saves time and money, it reduces drudgery for the women who would otherwise have to do these chores manually, it addresses nutritional needs and protects indigenous food habits, and it employs the local youth. The operations of the unit are entrusted to a team of enthusiastic young men from the hamlet.

Tony and his team have found new meaning and value to their lives. Happily engaged in running the unit he now can't wait to get the day started and jumps out of bed early every morning. The team has started packaging excess millets and lentils which they sell in the surrounding areas. Last we heard they were talking about branding their products so they could market them across the State.



Training and job placement for the rural youth

UST partnered with Ashalaya Trust (approved by the National Skill Development Corporation, India) to train 100 youngsters between 18 and 35 years in various industry-approved domains like retail management / sales, customer relationship management and operation of industrial sewing machines, and help them get jobs. planned and implemented in the Bagepalli center, in Chikkaballapura district, these 3-month courses included domain-based knowledge, communicative English language, life skills, and a career readiness module to help in job placements.

The courses were open to youngsters with bare minimum education qualifications, and our affiliation with the National Skill Development



Cooperation, India ensured assessment and certification for successful candidates. Travel allowance was available for some of the students who travelled over 40 kilometres from rural and remote areas to attend the programme.

Disability inclusion is truly a labour of love for UST CSR teams. Since persons with disabilities are more likely to be exposed to adverse socioeconomic factors—poor education, poorer health, lower levels of employment—they are also more likely to risk poverty. Apart from a sweeping support of people with disabilities across all our focus areas, especially with livelihood and education opportunities, we go out of the way to help individuals we come across in our daily lives. Our volunteers call this little initiative: A touch from the heart.

Touch from the heart

Since Shailaja's road accident a few years ago, she has been isolated at home with nothing to do. Many factors contribute to her immobility. She is extremely heavy, and her lower body is practically immobile, she stays in the suburbs of Kannur, far from town, and her home is not wheelchair friendly.

A UST volunteer took up the case, with the help of the local government officer and we are happy to see (and show you) the result of our intervention. Shailaja is now equipped with a totally customized motorized Scoot and wheelchair, with neck support, recliner and back rest. A ramp has been built for her so she can get in and out of her house easily, and as you can see from her tea-house, she has hope for the future.

Shambu is an artist with cerebral palsy. Unable to walk independently, he still believes in the power of magic. In fact, he is actually a student of magic, at Magic Planet, Thiruvananthapuram, a rehabilitation hub dedicated to revive the dying art of street magic.

A NeoMotion wheelchair, invented by IIT Madras alumni, supported by UST CSR, intervened to change his life, enabling him to move around independently at home and at school. His smiling mother, a special school teacher herself, is bereft of words, and amazed by the drastic improvement in his neuro motor skills. Here Shambu shows happiness with a gift to UST—a painting he did himself.



Volunteer's voice

"Working with the children with disability and their parents, whom we support under 'Touch from Heart' initiative, I started to realize the challenges these parents face as they help their children live moment by moment each day. I am so grateful that I can get up in the morning and look at my 6-year-old son and be thankful for the blessing of good health."

- Najina Mohammed, Project Manager, UST, India

Empowering women through entrepreneurship and skill development

UST CRS supported several innovative and exciting projects to help women set up their own businesses:

1. A skill development program with our CSR partner ASHA trust (Academy for Severe Handicaps and Autism) for training and upskilling mothers of autistic children, to open up livelihood opportunities. The 5-month training programme was attended by 8 children with autism and 12 mothers.

The group learnt to make the following products:

- **Paper-based products:** Gift covers, gift carton boxes, gift trays, and decorations
- **Fabric products:** Christmas decorations, soft toys, table napkins, runners, applique work, and fabric flowers
- **Art products:** Clay idols

The group of 20 people were also given a stipend for the duration of the program, and help after, to enable them to sell their products through a local supply chain mechanism.

2. Starting a small-scale entrepreneurship requires a little push. The UST CSR team in Hyderabad tied up with the Nirmaan Organization to provide 50 women from rural and urban slums with livelihood kits – sewing kits, beautician work kits, bag-making kits—to get them started, and help them survive the post-pandemic financial crises.
3. The initiative for livelihood of people with disabilities with Nirmaan organisation, 50 people with physical disabilities have undergone a 3 months (300 hours) skill-based training in IT/ ITES, organised with our CSR partner Nirmaan in Hyderabad (Telangana). This certified training will help them get jobs in reputed organizations.

Our goal is to train unemployed youth from PwD communities as per market requirements and help place them in jobs which allows them to achieve their own goals, thereby paving the right direction for a better future and improving their quality of life. It aligns with SDG Goal 1 (No Poverty) and Goal 8 (Decent Work and Economic Growth) of the UN Sustainable Development Goals.



4. UST has been supporting the women's team of the Cricket Association for Blind Kerala (CABK) for the past 4 years. Helping them organise matches and sponsoring players with blindness/visual impairment.

The team had a difficult time financially amidst the Covid 19 crisis. Given this situation, the UST CSR team worked with the CABK to train the team in a skill that would help them tide over the financial crunch.

The CABK women's team was trained and supported to start their small scale bakery unit. UST CSR team worked with the CABK team to connect them with the supply chain to help with the sales of their products and tide them over the pandemic.

UST CSR continuing the support for the CABK women's team, consisting of 30 female players getting trained in cricket practice along with the entrepreneurial venture.

Relief and rehabilitation

Covid, floods, and droughts significantly impact our society. We at UST are geared to work for the community for relief and rehabilitation during these disasters. In the year 2021, the world at large was impacted by the continuing pandemic. The COVID-19 relief work by UST CSR team also continued to support community-based organizations and also directly engaged with people following mandatory COVID-19 protocol in the field. Our focus was on continuing the relief work amidst the life threatening 2nd wave of the pandemic along with the commitment towards the rehabilitation of the impacted communities.

Add to this, we had floods in India, typhoons in Manila, Philippines and war in Ukraine. Relief work during the floods was carried out by UST volunteers in Kerala and Hyderabad. The UST Manila team reached out with basic food and medicines supplies to communities impacted by the typhoon. By the time report coming out, UST started working on the relief work for the war refugees in Ukraine and Poland.



Impact

24

Disaster relief: Districts covered in India for COVID 19 relief work

32

Medical institutions and hospitals supported with medical supplies

8

Set up primary and secondary covid care centers

12,560

Health workers supported with Medical supplies for managing COVID 19

56,850

Food and ration supply to the communities

1,500

Lives supported with relief work affected by Typhoon (odette) in Manila

The disaster management strategy of UST CSR focused on two elements, food-ration supplies, and medical supplies:

Medical supplies: Medical supplies and equipment for COVID 19 FLTCs (First-level Treatment Centers), dedicated COVID-19 treatment centers, and hospitals. UST also made available oxygen supply equipment (oxygen concentrators, cylinders, ventilators), oxygen beds, ICU beds, N95 masks, PPE kits, face shields, sanitizers glucometers, thermometers, defibrillators, blood pressure apparatus, thermal scanners, surgical masks, gloves, and medicines for hospitals.

UST took effective steps towards supplying essential medical supplies and equipment through hospitals, government departments, NGOs, and medical suppliers involved in COVID 19 care and relief initiatives, reached more than 25 government and charitable hospitals, 30 primary health centers, 4 first and second level COVID-19 care centers, 48 old age homes, 94 child care facilities, 42 special homes for differently-abled, 36 palliative units, 3 crematoriums, and 5 government quarantine centers across India.

UST has been lending support to India's fight against the COVID 19 pandemic across all UST locations, including urban, rural, and remote areas in the states of Kerala, Karnataka, and Tamil Nadu, and Telangana. UST partnered with several organizations, including Viswasanthi Foundation, Sampark Seva Trust, Nirmaan Organisation, Environmental Foundation India, PAN India, Confederation of Indian Industries, and contributed to major hospitals in the regions along with primary health centers and COVID care centers like St John's hospital, Bengaluru; Govt Medical College, Trivandrum, and Kochi; Rajiv Gandhi Hospital, Chennai; and Gandhi Govt Hospital Hyderabad.

Food and ration supply: The UST volunteer teams collaborated with grassroots NGOs to reach out directly to shelter homes, orphanages, and service homes with food and ration distribution for a large number of children, women, and old age people impacted during the pandemic.

We reached more communities in the remote locations with the active engagement of our UST volunteers.



Medical supplies



Food and ration supply

Leading the way by example

To become carbon neutral an organization must commit to decarbonization, either by carbon offsetting or by contributing financially to projects that decrease greenhouse gas levels in the atmosphere. We are proud to affirm that last year, UST earned the 'Carbon Neutral' certification (following The Carbon Neutral Protocol) underlining our commitment to act responsibly and minimize the impact of our activities on the environment.

We are now also part of the Amazon-led The Climate Pledge, a cross-sector business community working together to crack the climate crisis and solve the challenges of decarbonizing the economy. Our business operations and environmental management policy and programs are integrated to achieve the NET ZERO goal by 2040. UST's community initiatives are also integrated with the organization's strategy and add value to achieving the goal.



Impact

100 Acres

Forest land preservation and conservation

14,000

local indigenous saplings planted in the forest area

25,000

Medicinal plantation

1,26,86,974+

Gallon water recharged with lake rejuvenation

Over the years, our 2 main focus areas have been conserving and increasing green cover and rejuvenating water sources.

Conserving our green spaces

Forests are still the natural habitats of several species of plants and animals, as well as of several tribal groups of the world. They are an integral part of the ecosystem, not only from the point of view of the wildlife it shelters but also from a more commercial standpoint. Our approach to increasing green cover is 2-pronged: new regeneration and plantation projects and maintenance of existing ones.

Maintenance for trees to survive

Last year, we planted 30,000 trees across India and the ASIA region, reaching our goal effortlessly with active UST volunteer engagement. We also ensured the saplings planted in 2020 were maintained well and would grow with 95%+ survival into adult trees within 3-5 years. Our mangrove project of 11,000 saplings is also thriving and will be maintained for the next three years to preserve biodiversity along Kerala's Kochi coast.

Conservation and afforestation

UST partnered with NGO Forest First Samiti to collaborate with Wayanad Wildlife sanctuary (Forest and Landscape restoration) and restore 100 acres of forest land for three years (2021-2024). Our main objectives are to recover the Wayanad Wildlife sanctuary, increase biodiversity, replenish the river Kabini (Kerala) and improve the livelihoods of local communities.

The project interventions are:

- Assisted natural regeneration - Remove lantana plants in the forest region (invasive species)
- Species diversity maximization - To help stop secondary invasion after the removal of lantana. Species selection is based on local conditions, biological importance, keystone characteristics, threat status, medicinal value, and river in ecosystem criticality
- Monitoring - sapling survival, land area under conservation, and planning for mortality replacement
- Measurement of Co2 sequestered through restoration, by leveraging proven scientific tools
- Train and sensitize local youth - Create a training methodology for youth from forest fringe villages on floral species identification, seed collection calendar, seed sprouting techniques, and nursery management for restoration
- Support tribal livelihood - Several of the species conserved have the potential to support forest fringe communities with nontimber forest produce (NTFP).



Program outcomes

In the first year of the program, we are happy to report:

- About 33 acres of forest land were cleared of various invasive senna species
- 14,000 saplings have been planted since 2020, maintenance is ongoing
- Local indigenous communities working on the project are assured of livelihoods

- The sustainable livelihood of 25 farmers throughout the year and many years to come
- Prevention of deforestation for medicinal sources
- Carbon sequestration and oxygen production by species that are classified and belong to the tree category

Community-based water rejuvenation initiative

Without water, there is no life. Last year, our water conservation and lake rejuvenation projects gathered momentum and we scaled our geographical reach, restoring lakes in Hyderabad, Coimbatore, and Chennai.

Our lake restoration interventions include:

- Removal of solid waste
- Peripheral desilting
- Earthen bund construction and strengthening
- Inlet and outlet regulation
- Protective fencing to prevent the dumping of trash

The total coverage of 25 acres of water bodies included Uzhavarkeni Thangal, the 4-acre science-based eco-restoration project and the 12-acre project at Kolapancheri, Chennai.

Medicinal plants to support tribal groups

This exciting new project aimed at benefiting the rural community and farmers of Kerala, Karnataka, and Tamil Nadu has the double advantage of protecting our biodiversity and creating sustainable livelihoods for them.

The project aims at procuring and planting 25,000 seedlings of these plants in the three states Kerala, Karnataka, and Tamil Nadu, and it promises substantial outcomes:

- Protection of over 50 species of critical medicinal and endangered plants



Touching lives, globally

Our mission of 'Transforming Lives' goes beyond compliance and 2% of our net profit is allocated to bring succour to any region in the world that needs help.

The section below provides details of our social commitment initiatives across global locations. We normally ensure that all our projects are integrated with volunteering engagement. Though the pandemic put a halt to much of our active volunteering engagement, our global teams have managed to conduct community-based activities with a small core team of volunteers across several locations.

ASIA

CSR teams in ASIA locations are actively working on social projects in Malaysia and Manila. In the year 2021, the teams supported the following initiatives:

Malaysia

- Ration and daily needs support to Sneham, an organisation working with patients with depression and suicidal tendencies.
- Ration and medical supplies to Peace Children Care Centre, a Home for the orphan kids.
- Planting and maintenance of 1600 plant saplings planted during (February - March 2021)



Manila

- Food ration and basic medical supplies for the inmates of CRIBS Foundation that provides a loving and safe environment for the abandoned, neglected, surrendered babies and female minor survivors of sexual abuse in December 2021.
- Direct procurement of basic food, ration, and medical supplies and support to the victims of Typhoon Odette, with Manila Centre

UK

Meal for 400 homeless people in the UK (London) with the help of the community kitchen and our partner Goldfingers in December 2021. UST volunteers team also engaged in the food distribution.



Australia

Apart from the financial benefits of UST participating in the corporate event and buying some of its products, there was an even bigger emotional impact for both UST and Cana through volunteering by UST associates in January 2021. The initiative supported the Cana Farm residents who are homeless and struggling with mental illness and substance abuse. We are continuing the volunteering activity with financial support for the year January 2022 as well.



UST Australia volunteers team completed the circle by donating 14 pre-loved laptops from our Step IT Up Cohort.

(Step it Up is UST's global social commitment program to upskill women and other community groups on IT-based skill development. Please refer to <https://go.ust.com/step-it-up-america-ust-global-stem-roles>

The laptops were distributed to the charity organization MacArthur Family and Youth Service (MFYS) based at Macarthur, helping disadvantaged communities both mainstream and Indigenous Australians, in Southwestern Sydney.

These laptops make a huge difference to families that can't afford the technology to educate their children or young people that need a device to help with their studies or looking for employment etc. It was good to observe the UST Australia team's engagement with the passionate MFYS team serving the community and making a real difference in the Macarthur region.

Volunteer's voice

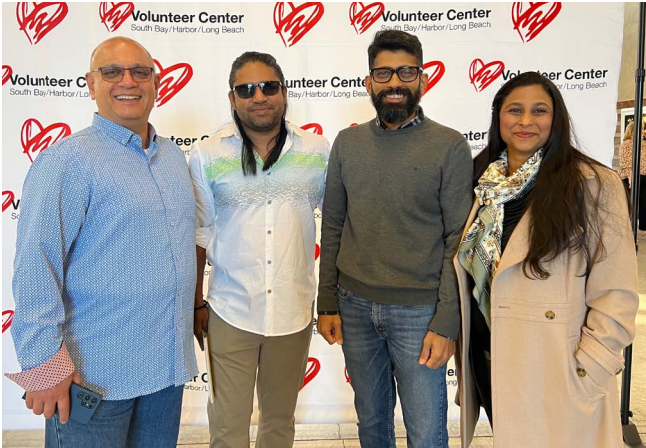
"One of the best things you can do in life is to give back to those less fortunate than yourself. It is one of the most rewarding and genuine experiences you will ever experience.

We received this in spades when we did our volunteer day with CANA Farm where we shared and participated in their day on the farm.

The other event was when we donated 14 well oved laptops to the Macarthur Youth Foundation Services, a charity helping disadvantaged and vulnerable people. It completed the circle of life for the laptops which started their time with our Interns in our very first Step IT Up Program in Australia.

We were humbled when we saw the genuine joy and thankfulness of our gift."

- Bob Baldacchino, Business Agility Coach, UST, Australia



USA

Meals for the children who were out of the school with the charity organization **The Volunteer Center, in South Bay**. The support continues through the year 2022 and includes food and basic supplies for the children and their families.

San Jose discovery museum for children

This initiative provides the opportunity for thousands of students to develop learning and excel with a musical instrument. A children's art-based learning project, this encourages the incorporation of music into the museum's educational offerings.



Boston children's hospital trust

The project 'Caring for a Child' includes diagnosis and treatment costs, special child-sized equipment to fit kids from the tiniest preemie to an adult-sized teen, extra support for families, and research that unleashes cures to our most challenging childhood diseases. At Boston children's hospital trust, every dollar is utilized to heal, support, and help find cures.

The support includes the accessibility to

- Infant-sized mask to deliver anesthesia (disposable)
- Home-safety kit, including window locks, first aid kits, and outlet covers
- Supply of Twisty Straws to encourage sick children to drink healthy fluids
- Support sessions for patients, parents, and siblings
- 3D model of child's spine to help surgeons 'see' before surgery

Our associate in USA team is actively engaged with the cause and participated in the marathon for fund raising.

Volunteer's voice

"Volunteering for community has made me understand the importance of being selfless, and put efforts to bring in a real difference in the lives of people."

- Sruthi Geetha, Workplace management, UST, UK

Our CSR team

With the guidance and supervision of OVC team including Chief Value Officer and CSR catalyst, our UST CSR ambassadors are working in the volunteering capacity for the organization's CSR initiatives in major UST locations, currently in India and APAC centers. These ambassadors and leads work with the UST volunteer's team (COLOR Rose) to mobilize internal and external stakeholders for planning, implementing, monitoring and communicating our CSR initiatives.



Sunil Balakrishnan
Chief Values Officer
Office of Values and Culture



Smita Sharma
CSR Catalyst
Office of Values and Culture

CSR Ambassadors, UST India locations



Bengaluru
Latha Sanala



Bengaluru
Swetha Subbaraj



Chennai
Joseph Puthery



Hyderabad
Srinivas
Chalamala



Kochi
Prasanth
Subramanian



Noida
Rajan Agarwal



Trivandrum
Harikrishnan
Mohankumar
Jayashree



Trivandrum
Sofi Janet

CSR Ambassadors, APAC locations



Malaysia
Arun Karthik



Penang
Enaflor

CSR Ambassadors, global locations



Australia

Robert
Baldacchino



Europe and UK

Sruthi Geetha



Mexico

Diego Orozco



USA

Natalie Renner

Stakeholder engagement for CSR ecosystem

Internal stakeholders

Board



Leadership team



Office of Values and Culture



Purchase and Procurement team



Finance team



Communication team



Colors and NowU platform



UST Welfare Foundation



UST Volunteers



External stakeholders

Community

Vendors

NGO partners

Government departments

Industry based platforms

Educational institutions

Social sector experts and consultants

Local bodies and municipal corporations

Community based volunteers

Our NGO partners

1	AASARAYA, Center for the Mentally retarded, Autism and Multiple disability people
2	ASHA trust (Academy for Severe Handicaps and Autism)
3	APR Charitable Trust (ACT)
4	Akshaya Patra
5	Association for Promoting Social Action (APSA)
6	Association of People with Disability (APD)
7	Cancure Foundation
8	Centre for Earth Research and Environment Management
9	Cricket Association for the Blind in Kerala
10	Environmentalist Foundation of India (EFI)
11	Family Planning Association India
12	Forest First Samithi
13	Fourth Wave Foundation
14	Ganga Foundation
15	Guardians of Dreams Foundation
16	Gnana Jyothi Blind School
17	HOPE NGO
18	India Literacy Project
19	Jyothirgamaya MIND Trust (Mobility in Dystrophy)
20	Kesavdev trust
21	Kovai Kulangl Padhukappu Amaippu
22	Magic Planet Trust
23	Nila Seva Samithi
24	Nirmaan Organization
25	Pesticide Action Network (PAN) INDIA
26	Rajeswary Foundation
27	Sarojini Damodaran foundation
28	Samparka Seva Trust
29	Sneham

30	SOS Children's Village of India
31	Sree Karunaya Mission
32	Stone Soup Trust
33	Sumangali Seva Trust
34	Swami Vivekananda Medical Mission
35	Thanal Trust
36	Vasudaiva Kutumbam
37	Viduthalai Charitable Trust
38	WARDS - Welfare Association For Rehabilitation Of Disabled And Society

Global charity organizations

39	Boston Children's Hospital Trust- Boston
40	CRIBS Foundation
41	Discovery Museum for Children-San Jose
42	Peace Children Care Centre
43	MacArthur Family and Youth Service (MFYS)
44	The Volunteer Center, in South Bay

For more than 20 years, UST has worked side by side with the world's best companies to make a real impact through transformation. Powered by technology, inspired by people and led by our purpose, we partner with our clients from design to operation. Through our nimble approach, we identify their core challenges, and craft disruptive solutions that bring their vision to life. With deep domain expertise and a future-proof philosophy, we embed innovation and agility into our client's organizations—delivering measurable value and lasting change across industries, and around the world. Together, with over 30,000+ employees in 30 countries, we build for boundless impact—touching billions of lives in the process.

Visit us at:

ust.com