

**RP-SG BUSINESS PROCESS SERVICES LIMITED**

**FAMILIARIZATION PROGRAMMEME FOR INDEPENDENT DIRECTORS**

This Familiarization Programme ("the Programme") for Independent Directors ('IDs') of RP-SG Business Process Services Limited ("the Company") has been adopted by the Board of Directors pursuant to regulation 25 of the SEBI (LODR) Regulation 2015.

**1. Purpose**

The Programme aims to provide insights into the Company to enable the IDs to understand its business in depth and contribute significantly to the Company.

**2. Familiarization Process**

2.1. The Company shall through its Executive Directors / Senior Managerial Personnel conduct Programmes / presentations periodically to familiarize the IDs with the strategy, operations and functions of the Company;

2.2. Such Programmes / presentations will provide an opportunity to the IDs to interact with the senior leadership team of the Company and help them to understand the Company's strategy, business model, operations, service and product offerings, markets, organization structure, finance, human resources, technology, quality, facilities and risk management and such other areas as may arise from time to time;

2.3. The Programmes / presentations shall also familiarize the IDs with their roles, rights and responsibilities;

2.4. The Company may circulate news and articles related to the industry on a regular basis and may provide specific regulatory updates from time to time; and

2.5. The Company may conduct an introductory familiarization Programme / presentation, when a new ID comes on the Board of the Company.

### **3. Meeting of the IDs**

The Company shall arrange at least one meeting of the IDs every year to discuss various issues relating to the operations of the Company.

### **4. Disclosure of the Policy**

4.1. This Policy shall be uploaded on the Company's website for public information and a web link for the same shall also be provided in the Annual Report of the Company.

### **5. Review of the Programme**

The Board will review this Programme from time to time and make revisions as may be required.

### **FAMILIARISATION PROGRAMMES IMPARTED TO INDEPENDENT DIRECTORS-FY 2018-19**

Pursuant to the implementation of the restructuring scheme, the Board of Directors of the company was re-constituted and the Independent Directors were appointed with effect from 14 November, 2018. Since then, a process has been initiated to make all the Independent Directors gradually conversant with the functions of the Company, its various growth prospects and business complexities. An essential part of such familiarization programme is also to make the Independent Directors aware of the functioning of the Company's subsidiaries. Independent Directors are regularly kept updated with the latest news and changes. In February, 2019, the Independent Directors met the senior management for a span of two hours and had a detailed discussion on various facets of the Company's working. The Independent Directors have also placed various suggestions to improve the Company's operations. Independent Directors also made an overview of the status of the Company's compliance with the applicable laws and regulations.

It is proposed to make such interactions between the Independent Directors and the senior management a regular practice to be followed by the Company from time to time every year.