

May 09, 2024

BSE Limited

Floor 25, Phiroze Jeejeebhoy Towers, Dalal Street, Mumbai-400001 Security Code- 539978 National Stock Exchange of India Limited "Exchange Plaza", Bandra-Kurla Complex, Bandra (East), Mumbai-400051 NSE Symbol- QUESS

Dear Sir / Madam,

Sub: Investors Presentation

Pursuant to Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are enclosing herewith Investor's presentation on the financial performance of Quess Corp Limited ("Company") for the fourth quarter and financial year ended March 31, 2024.

The above said presentation is also made available on the Company's website https://www.quesscorp.com/investor-other-information/.

Kindly take the same on record.

Yours sincerely,
For Quess Corp Limited

Kundan K Lal Company Secretary & Compliance Officer

Encl. a/a





Investor Presentation

Q4'FY24 & FY24 9th May 2024

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Leading domestic private sector employer with 567k+ Headcount and 21% Revenue CAGR in last 4 years

Execution of year long initiatives have resulted in best ever operating results, annual EPS up by 24% YoY

Simplification of corporate structure - Announced a three way demerger and successful divestment of two businesses

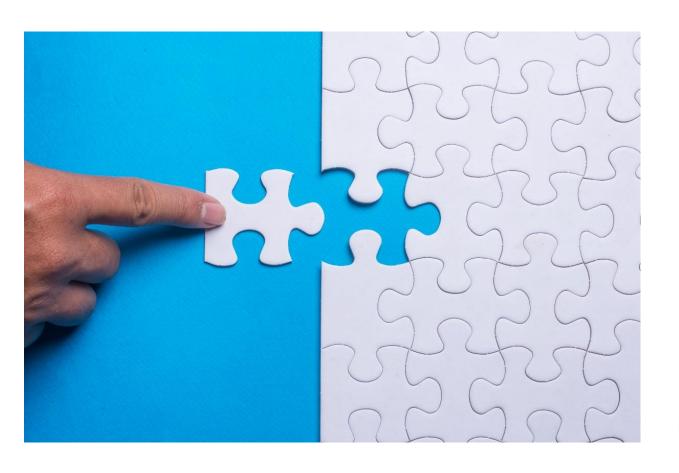
Consistent return to shareholders with final dividend of ₹ 6 per share* aggregating to ₹ 10 per share for FY24

Focus on OCF resulted in a cumulative debt repayment of 700+cr and dividend pay-out of 488 cr in the last 5 years (inclusive of final Div. for FY'24)



Contents





- 1 Key Corporate Highlights
- **2** Platform-wise Updates
- 3 Financials
- 4 Company Overview
- 5 ESG Updates

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Key Corporate Highlights

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Q4'FY24 – Financial Highlights



Figures In ₹ Cr

	Revenue	%YoY	%QoQ
WFM	3,476	14%	1 %
GTS	604	6 %	3 %
OAM	710	4 %	2 %
PLB	119	~ (4%)	▼ (8%)

	EBITDA	%YoY	%QoQ
WFM	91	6 %	2 %
GTS	113	19%	5 %
OAM	39	29 %	6 %
PLB	(7)	65%	~ 30%

Consolidated

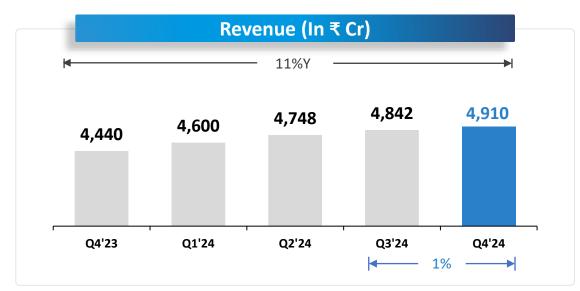
Revenue	4,910	11%	1 %
PAT	98	^ 226%	54 %
Head Count	567k	11%	2 %

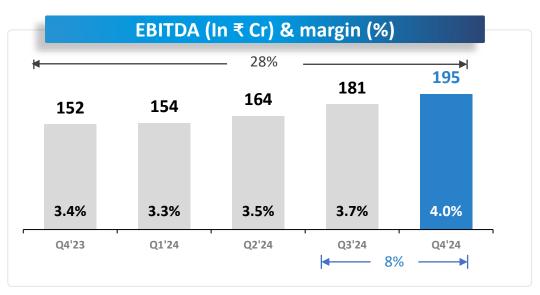
EBITDA	195	28 %	8 %
EPS in ₹	6.3	^ 184%	48 %
(Net Cash)	(232)	184%	62 %

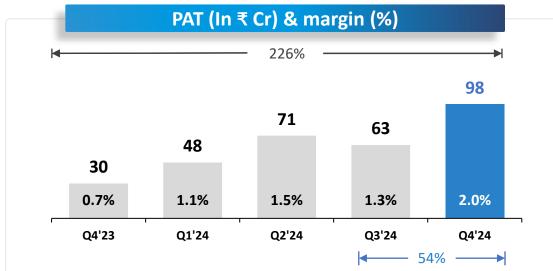
- Revenue growth sectors are Retail, manufacturing, telecom and BFSI
- EBITDA growth drivers are GTS and OAM vertical coupled with lower burn in foundit
- PAT / EPS increase is on account of:
 - QoQ EBITDA growth, higher goodwill impairment in Q3, NCI taken in Q3
 - YoY EBITDA growth, and lower tax rate in current quarter due to Conneqt, Greenpiece and MFX merger
- Net cash increased by ₹89 cr. QoQ, while gross debt is reduced by ₹50 cr signifying healthy operating cash conversion

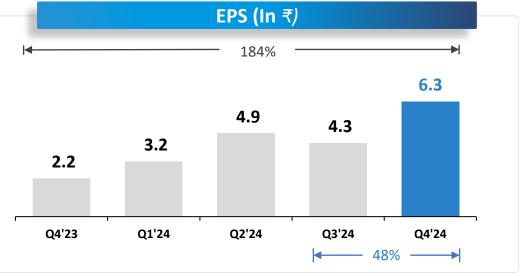
Q4'FY24 Financial Updates | Quarterly Trend











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FY24 – Annual Financial Highlights



Figures In ₹ Cr

Revenue	FY23	FY24	YoY%
WFM	11,831	13,442	14%
GTS	2,168	2,340	~ 8%
OAM	2,622	2,801	~ 7 %
PLB	538	517	~ (4)%

EBITDA	FY23	FY24	YoY%
WFM	345	351	2 %
GTS	353	425	~ 21%
OAM	120	141	18 %
PLB	(95)	(63)	~ 34%

Consolidated

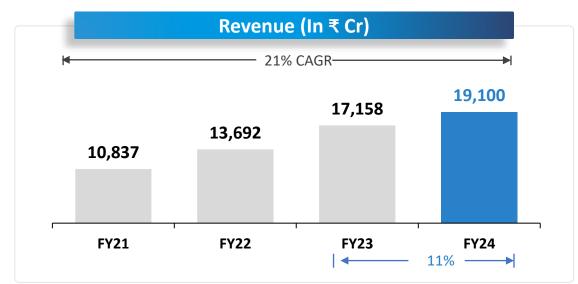
Revenue	17,158	19,100	11%
PAT	223	280	~ 26%
Head Count	511K	567k	11%

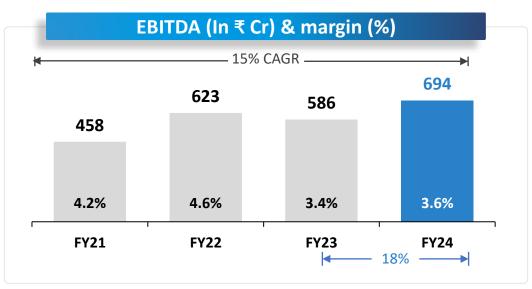
EBITDA	586	694	18 %
EPS in ₹	15.0	18.6	~ 24%
(Net Cash)	(82)	(232)	184%

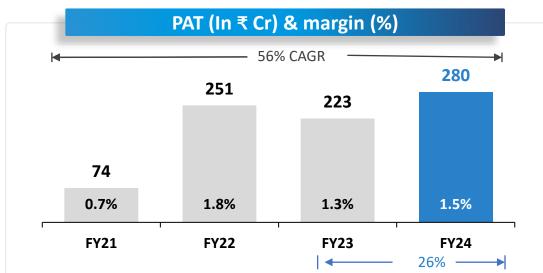
- OCF to Operating EBITDA stands at 67% with OCF at 338 cr with increase in net cash of Rs. 150cr
- Focused sales and client retentions have led to a revenue growth across all verticals
- Non linear growth in EBITDA due to operating leverage in GTS & OAM platform
- PAT / EPS increase due to growth in EBITDA during the year, lower tax rate due to merger offset by exceptional items

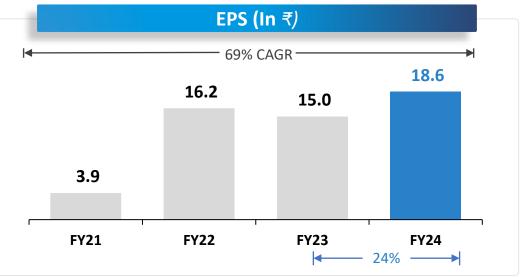
Financial Updates | Consolidated 4 year trend













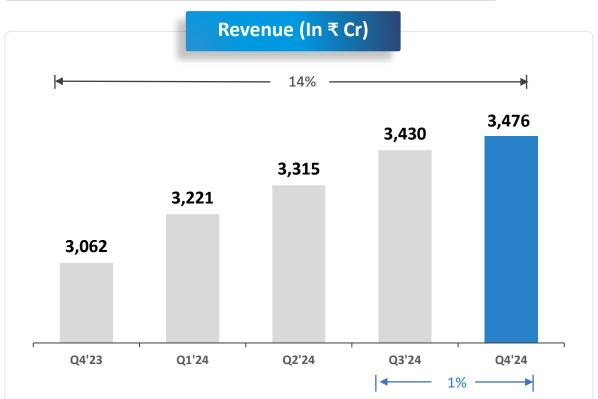


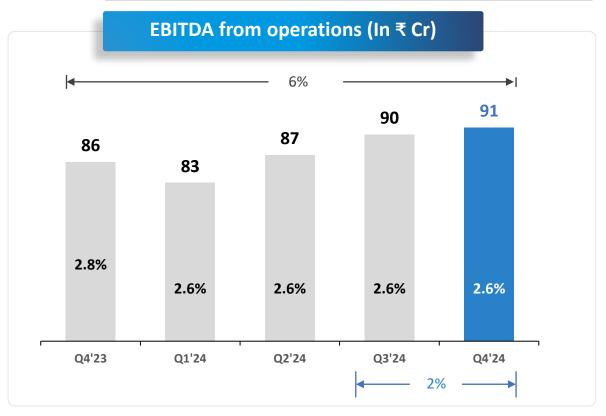
Platform wise Updates

Workforce Management



Financial metrics





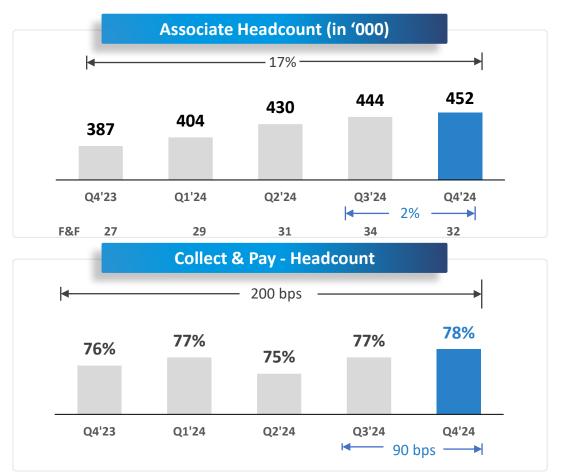
Key developments

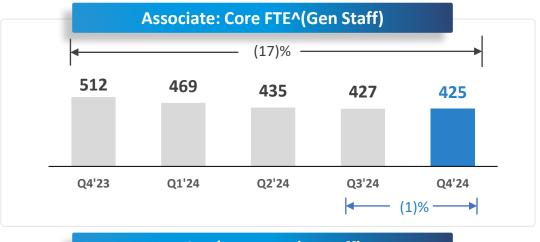
- General staffing has crossed 400k milestone
- General Staffing added 78 new logos in Q4, taking the FY24 tally to 274
- 92 new contracts added during the quarter with ACV of 151 crs, GS has added ~60k Headcount
- Key Sectors : Retail, Manufacturing and Telecom

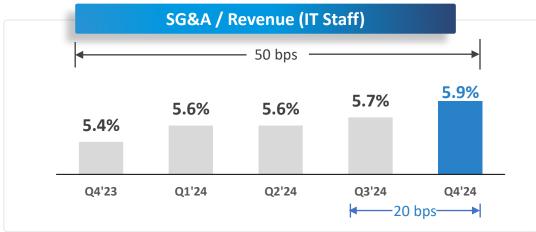
- Investment in technology and leadership to enhance sourcing capabilities
- Robust working capital improvement with DSO steady at 25 days (GS biz.)

Workforce Management – **Operational Performance**









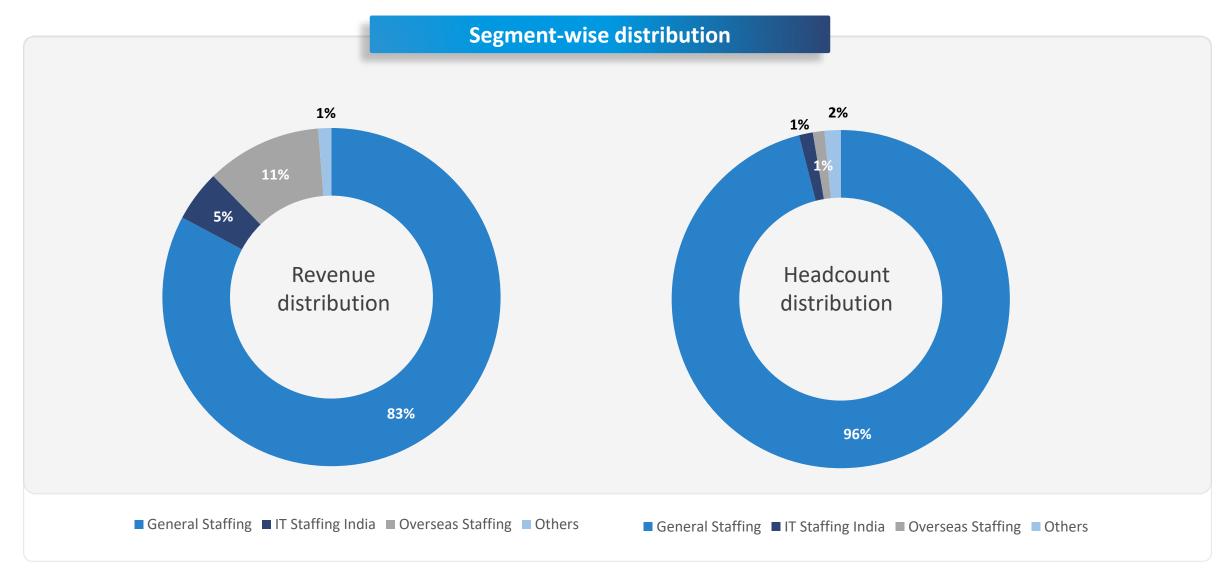
Key developments

- Headcount grew by 17% YoY, key driver sectors being Retail & Manufacturing
- Collect & Pay continues to be at healthy ratio of 78%+ helping working capital management
- Continued to invest in Sales and recruitment functions

Investment in IT staffing sales and recruitment staff

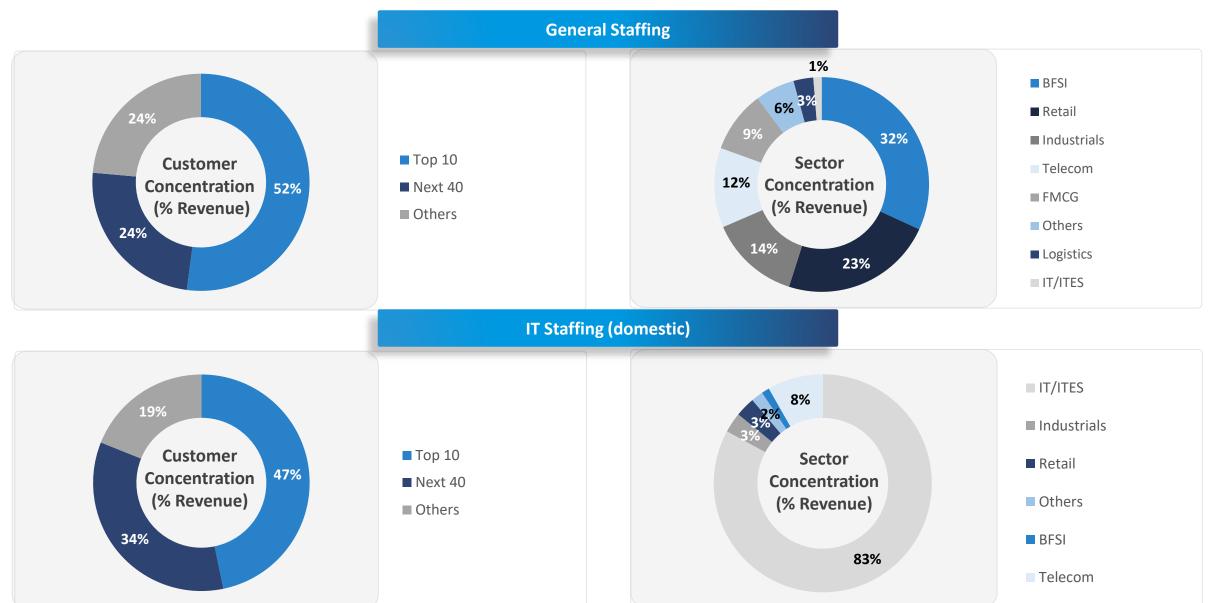
Workforce Management – **Segment wise Distribution**





Workforce Management – **Customer Insights**



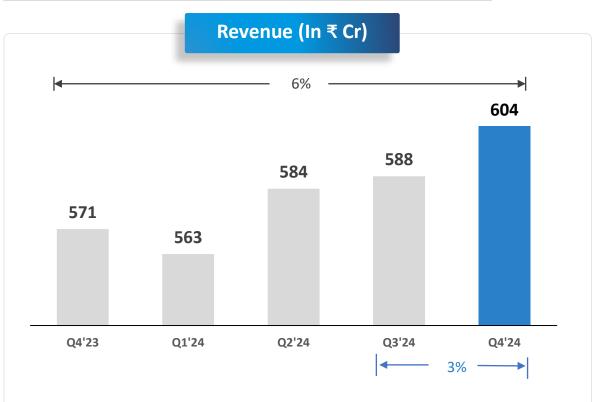


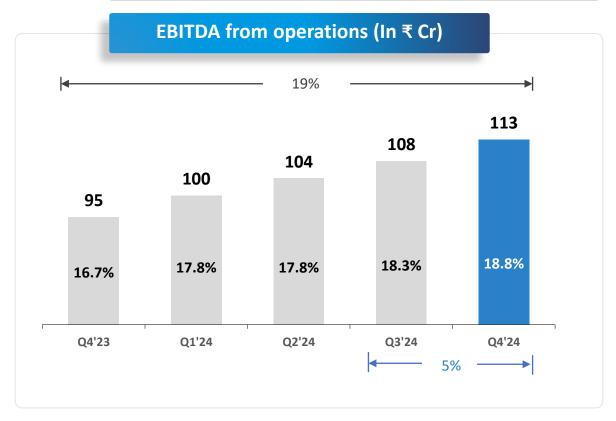
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Global Technology Solutions



Financial metrics





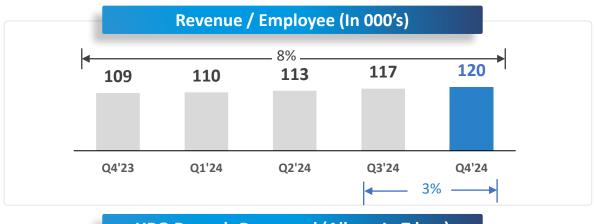
Key developments

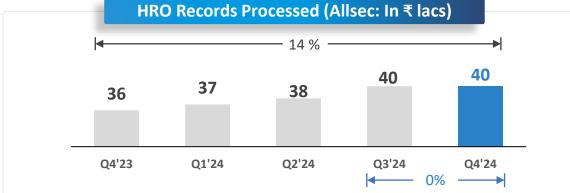
- Key revenue drivers were BFSI, Manufacturing and Retail segments
- Non linear Profitability growth due to higher value service and better geographical mix
- 27 New logos added during the quarter with and ACV of ~ 40 cr
- Non voice BPM grew significantly driven by collection business growing by 25% YoY
- HRO business in Allsec continue to strengthen its market leadership with 4 Mn pay slips processed
- Share of International order book has increased to 57% in FY24 from 45% in FY23

Global Technology Solutions – Operational Performance

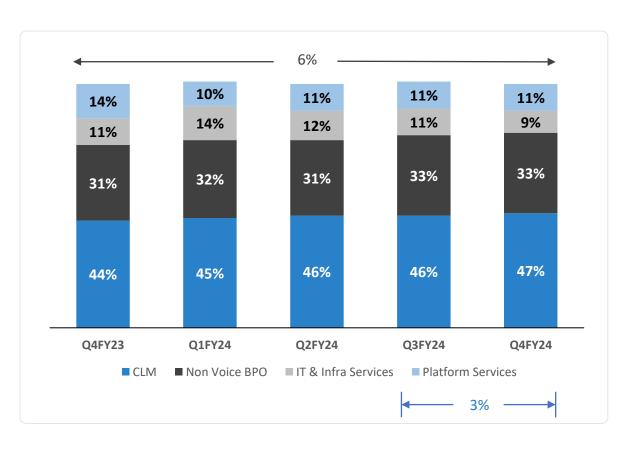


Operating Metrics



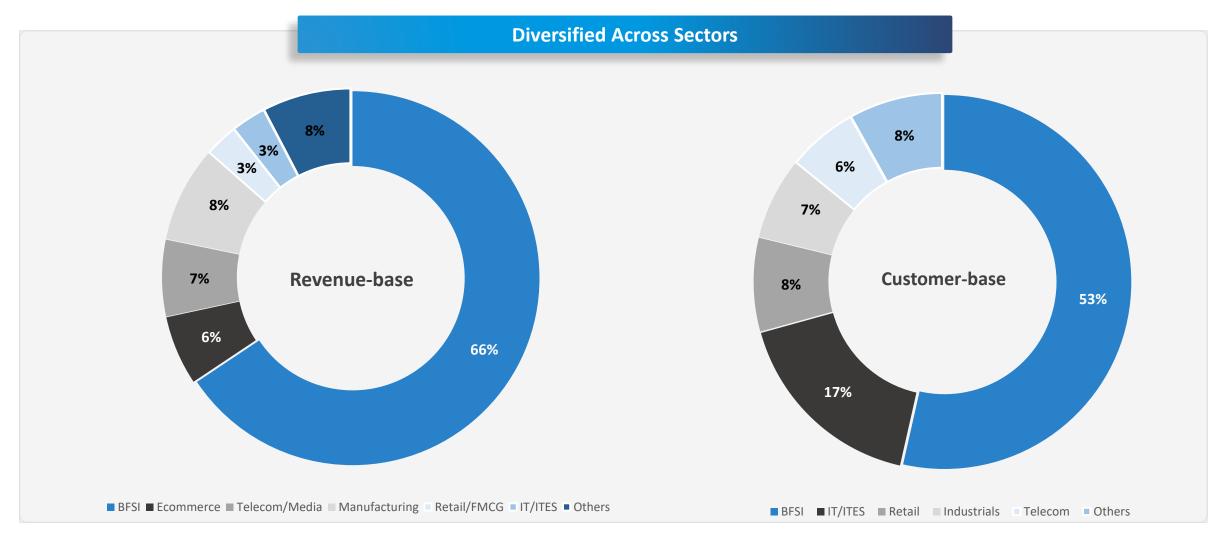


Revenue Distribution



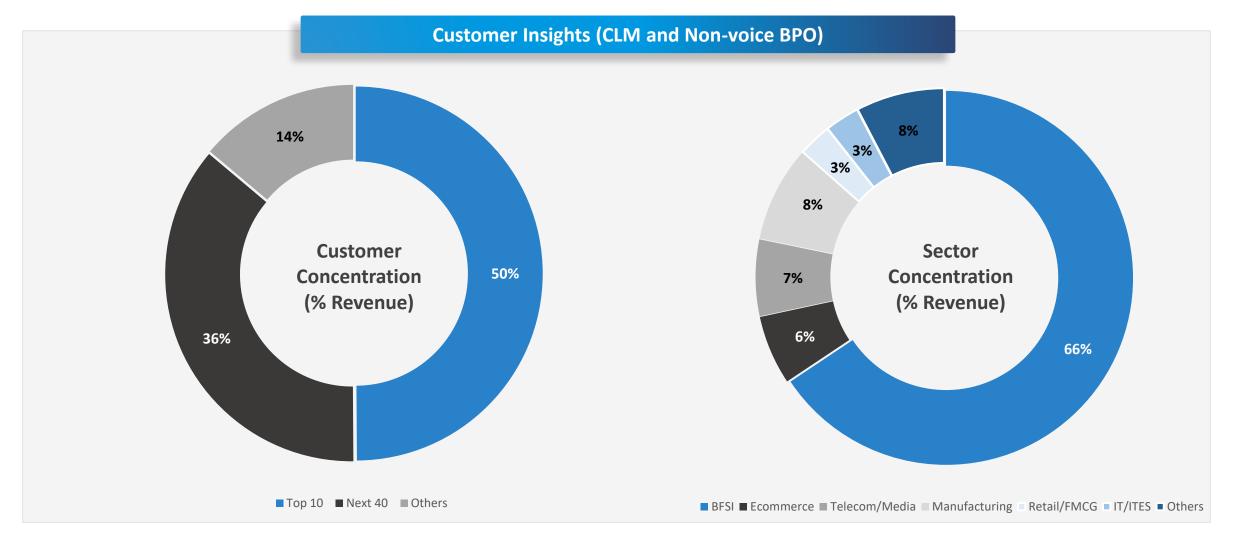
Global Technology Solutions – Segment-wise distribution





Global Technology Solutions – **Customer Insights**

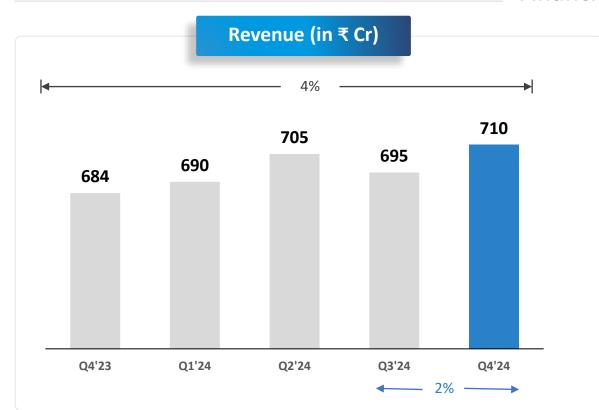


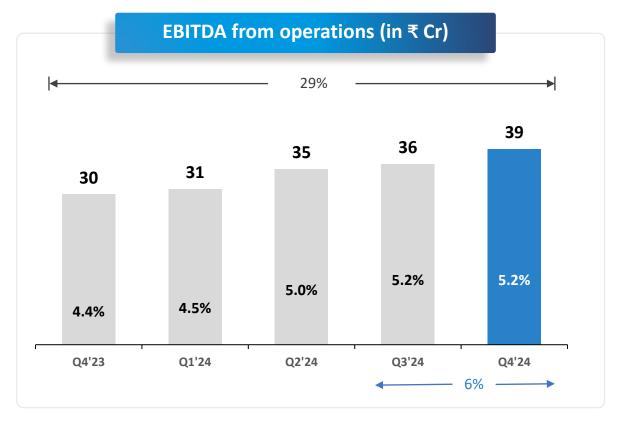


Operating Asset Management



Financial metrics



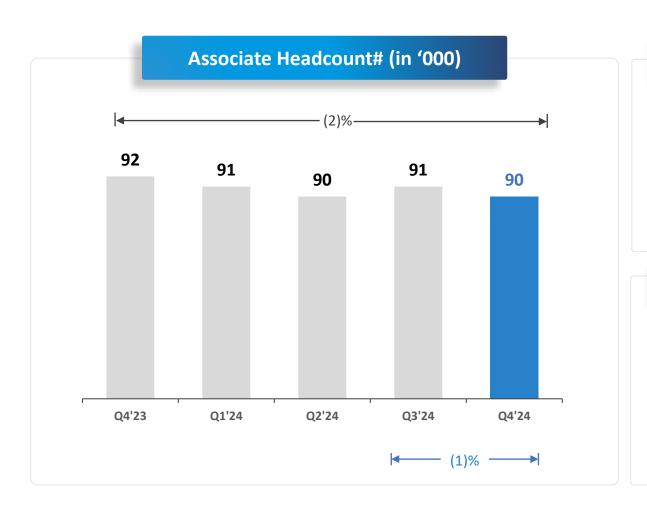


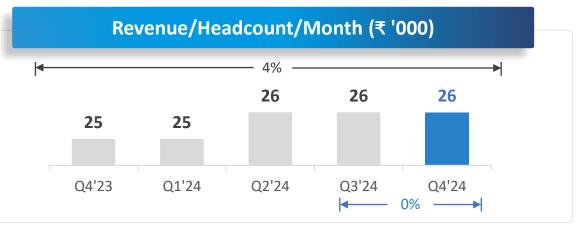
Key developments

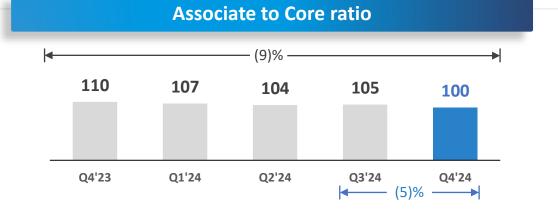
- Won 25 new contracts with ACV of 40cr. Key wins were in Infra, Industrials and Telecom
- Revenue grew by 5% QoQ on account of good sales conversion from Q324 wins
- Margin improvement of 80+ bps due to business mix change led by food services and telecom
- Healthy Associate to core ratio at 100 with costs to serve flattish yoy
- Concentration on integrated offerings led with technology in security vertical
- Focus on improving the working capital, DSO saw a reduction of 10+ days YOY

Operating Asset Management – Operational Performance



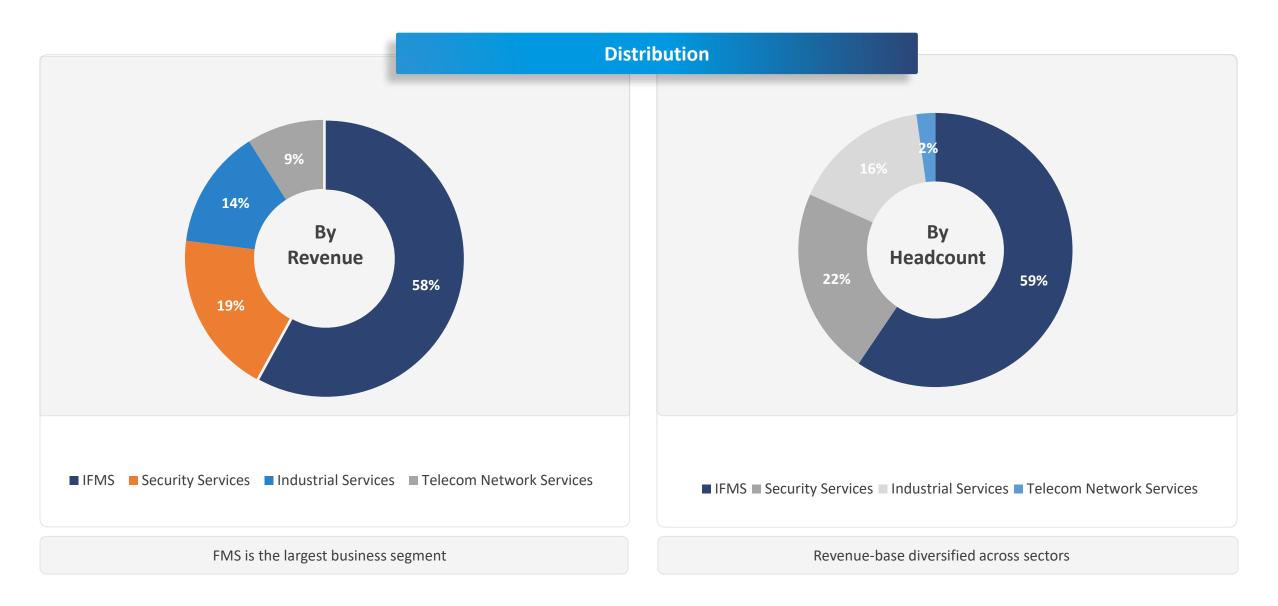






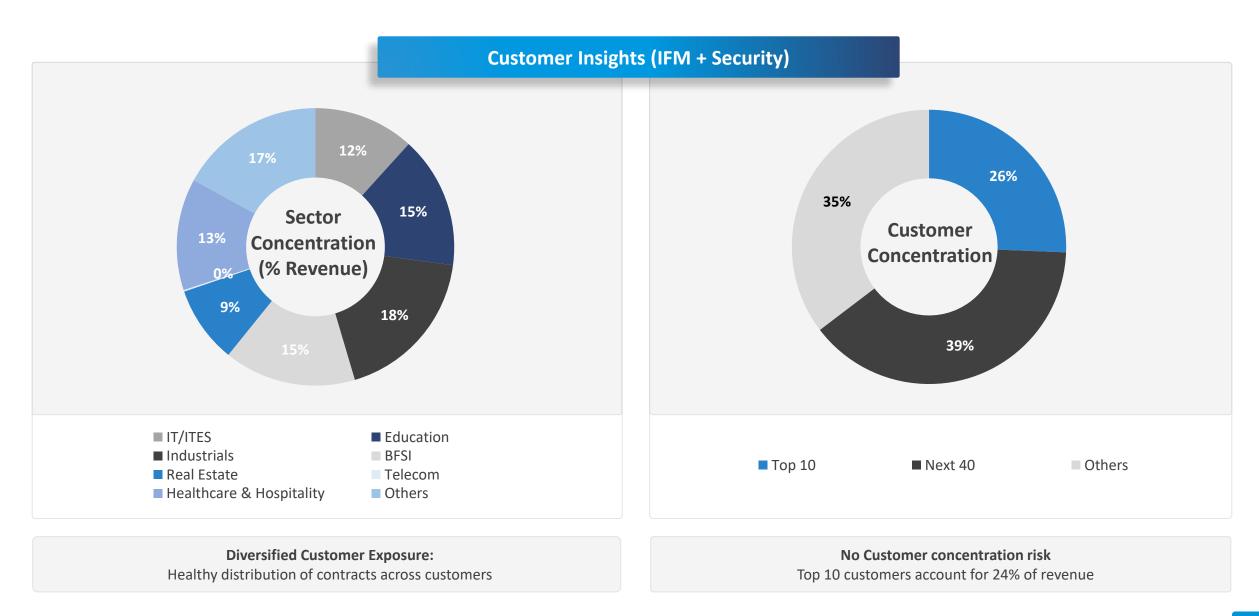
Operating Asset Management – **Segment wise Distribution**





Operating Asset Management – Customer Insights

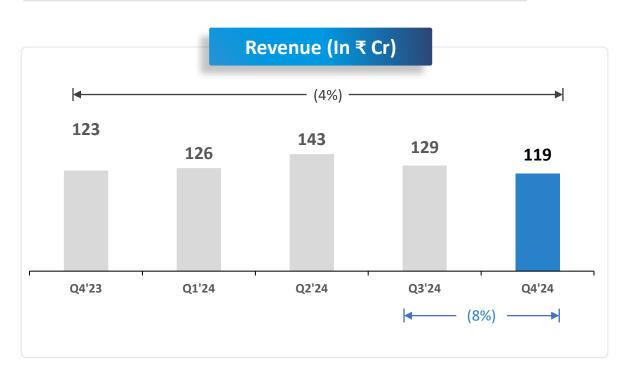


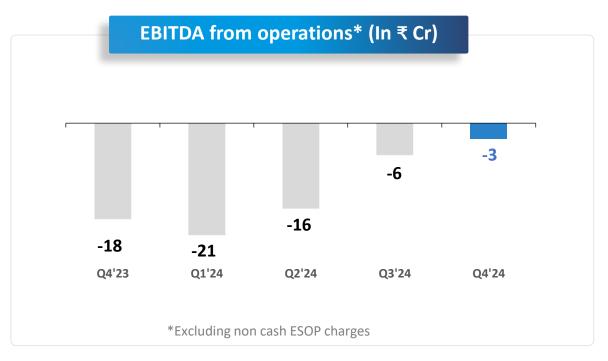


Product Led Business – **Performance Snapshot**



Financial metrics





Key developments

- Successful launch of foundit 2.0 in SEA generating both wins and pipeline
- Boosted SEA candidate database with 40M sourced profiles
- · foundit certified as "Great Place to Work"

- Product launch and customer meets widely appreciated by Clients
- Profile relevancy and search results have improved with foundit 2.0, which has led to improvement in Q4 consumption

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foundit 2.0 – Al-led talent acquisition product



With access to talent on and off the market, enriched candidate profiles with smart insights, AI-powered contextual search and outreach personalized by organization, foundit 2.0 offers a comprehensive solution for recruiters to be more agile and efficient



ENRICHED DATASETS

- Most comprehensive database with active & sourced profiles
- Enriched profiles from multiple sources delivering super profiles & data led insights on candidates
- Skill & credential validation



SEARCH

- First-in-industry
 personalized search based
 on user identity information
 and analytics
- Adaptive AI search
- 35+ smart filters information & insights



SMART OUTREACH

- Generative AI driven
 personalized outreach for
 optimization of results, with
 50% increase in candidate
 responses
- Automated campaign scheduling driving recruiter efficiency

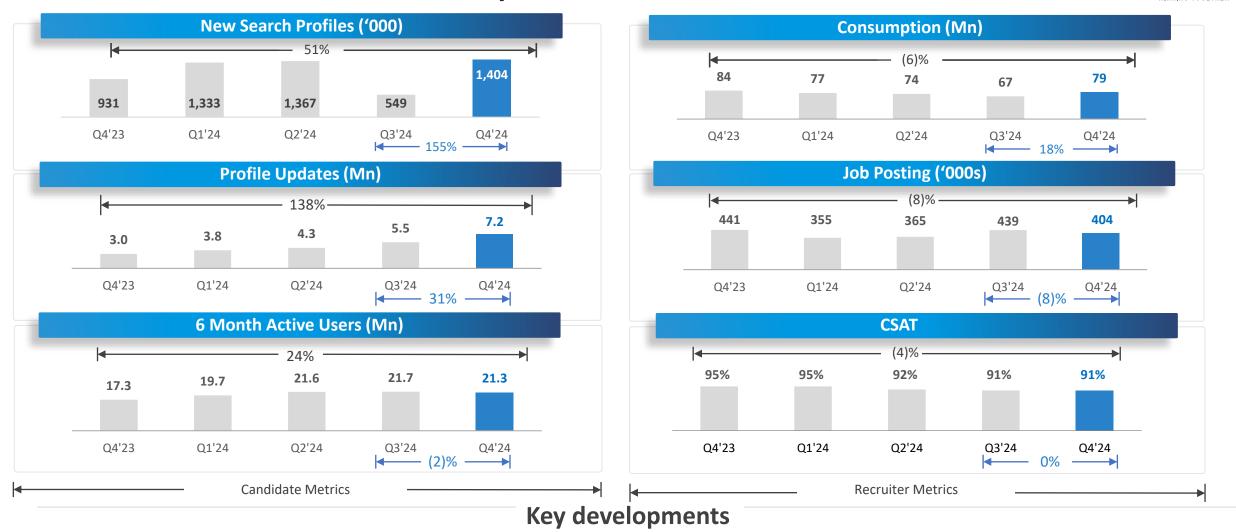


NETWORK EFFECTS

- Network driven outreach
- Efficiency & collaboration tools for recruiter, talent acquisition team and at organization level

Product Led Business – **foundit Snapshot**





Investments in data science and analytics leads to increase in search profiles with launch of foundit 2.0 product

Profile enrichment using sourced data for mapped seekers reducing the friction in profile updation process

Profile relevancy and search results have improved with foundit 2.0, which has led to improvement in Q4 consumption





Financials

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Income Statement



Particulars (in ₹ Cr)	Q4 FY24	Q4 FY23	YoY	Q3 FY24	QoQ	FY24	FY23	YoY
Total Revenue	4,910	4,440	11%	4,842	1%	19,100	17,158	11%
Reported EBITDA	195	152	28%	181	8%	694	586	18%
Reported EBITDA %	3.98%	3.42%	55 bps	3.74%	24 bps	3.63%	3.41%	22 bps
Depreciation & amortisation	73	76	(4)%	72	2%	283	275	3%
Interest	26	31	(15)%	35	(25)%	117	107	9%
Other Income	5	4	39%	5	(3.4)%	29	26	12%
Profit before Tax	95	48	96%	59	60%	295	284	4%
PBT Margin %	1.93%	1.09%	84 bps	1.22%	71 bps	1.55%	1.66%	(11) Bps
PAT	98	30	226%	64	54%	280	223	26%
PAT Margin %	1.99%	0.68%	132 bps	1.31%	68 bps	1.47%	1.30%	17 bps
Diluted EPS – Rs.	6.31	2.22	184%	4.28	48%	18.61	15.04	24%

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Balance Sheet



Particulars (in ₹ Cr)	31-Mar-21	31-Mar-22	31-Mar-23	31-Mar-24
Assets	'			
Fixed Assets	1,536	1,672	1,814	1,728
Other Non-Current Assets	595	579	795	947
Current Assets				
Trade Receivables & Unbilled Revenue	1,800	2,332	2,689	2,772
Cash and Cash Equivalent	614	604	613	602
Loan and other current Assets	175	184	208	199
Asset classified as held for sale				8
Total Assets	4,720	5,371	6,119	6,255
Liabilities				
Equity				
Equity Share Holders	2,437	2,569	2,569	2,799
Non-Controlling Interest (NCI)	94	131	162	166
Debt	516	588	531	369
Other Liabilities	1,767	2,214	2,857	2,918
Liabilities associated with assets				3
Total Liabilities	4,720	5,371	6,119	6,255

Statement of Cashflow



Particulars (in ₹ Cr)	31-Mar-21	31-Mar-22	31-Mar-23	31-Mar-24
Profit for the year	74	251	223	280
Cash generated from operations	551	641	666	673
Income taxes (paid)/refund received	165	(73)	(199)	(144)
Net cashflow from Operating Activities (A)	716	568	466	529
Cashflow from Investing Activities				
Expenditure/Sale of Property, plant and intangibles	(61)	(83)	(99)	(99)
Other Investment/acquisition in Subsidiary/Associate	(50)	(313)	96	148
Net cashflow from Investing Activities (B)	(111)	(396)	(2)	49
Cashflow from Financing Activities				
Increase/Decrease in Equity/Borrowing	(627)	72	(57)	(152)
Dilution of existing stake / (Acquisition of NCI)	-	62	35	(8)
Lease Liability Repayment	(128)	(127)	(172)	(191)
Payment of stamp duty				(13)
Dividend/Interest Paid	(74)	(256)	(250)	(133)
Net cashflow from Financing Activities (C)	(829)	(248)	(443)	(497)
Net increase/(decrease) in cash end cash equivalents (A+B+C)	(224)	(76)	21	82
Cash and cash equivalents at the beginning of the period	709	485	410	438
Effect of exchange rate fluctuations on cash and cash equivalents	-	1	6	0
Cash and cash equivalents at the end of the period	485	410	437	520

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Segment Reporting



Particulars (In ₹ Cr)			Quarter Ended		
Particulars (III \ CI)	Mar-23	Jun-23	Sept-23	Dec-23	Mar-24
	Worl	cforce Managem	ent		
Revenue	3,062	3,221	3,315	3,430	3,476
EBITDA	86	83	87	90	91
EBITDA %	2.81%	2.58%	2.63%	2.61%	2.62%
	Globa	l Technology Ser	vices		
Revenue	571	563	584	588	604
EBITDA	95	100	104	108	113
EBITDA %	16.68%	17.78%	17.82%	18.30%	18.76%
	Operati	ng Asset Manag	ement		
Revenue	684	690	705	695	710
EBITDA	30	31	35	36	39
EBITDA %	4.39%	4.47%	4.98%	5.24%	5.43%
	Pro	duct Led Busine	SS		
Revenue	123	126	143	129	119
EBITDA	(20)	(26)	(20)	(10)	(7)
EBITDA %	(16.43)%	(20.26)%	(14.10)%	(7.80)%	(5.90)%



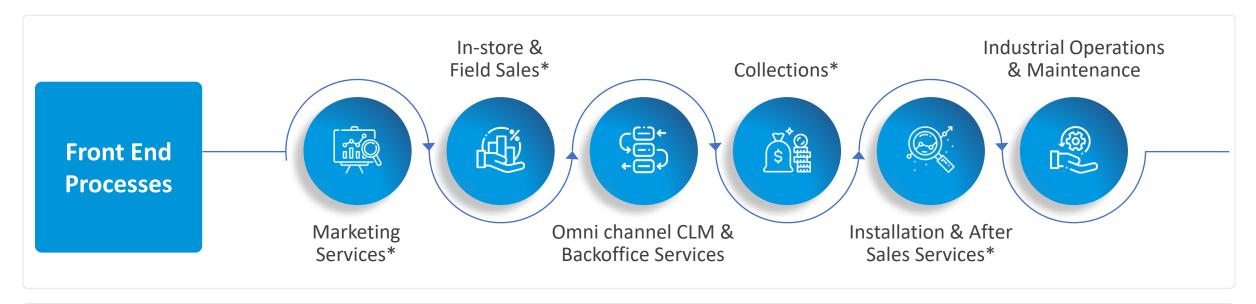


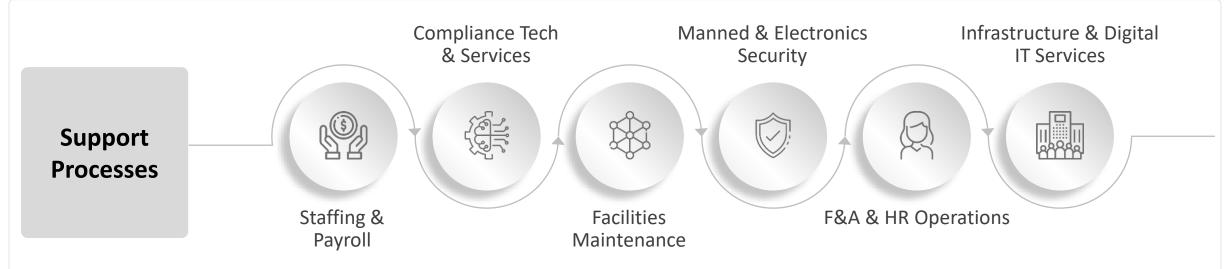
Company Overview

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India's largest business services platform, driving productivity for customers



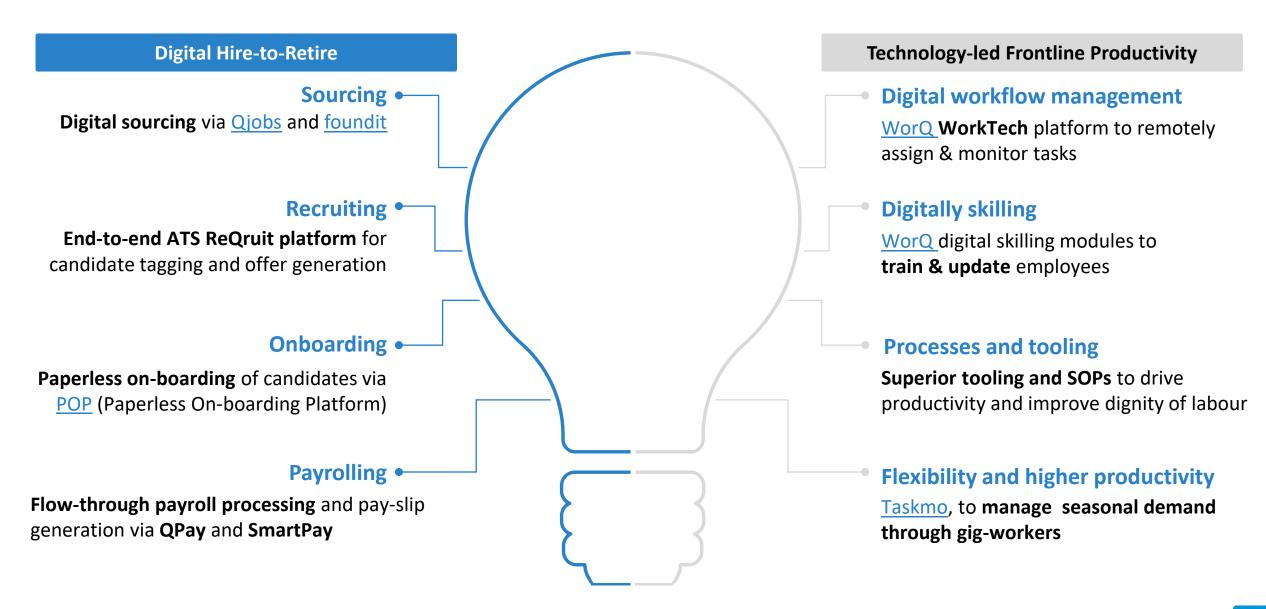




^{*}Including gig-based workforce

We lead with technology and innovation





Our journey over the last 17 years



Platformization



Our operations are spread across synergistic platforms





We are the largest business services provider in India

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An overview (I/II)





Workforce
Management (WFM)



Global Technology Solutions (GTS)



Operating Asset Management (OAM)



Product-Led Businesses (PLB)

Business portfolio

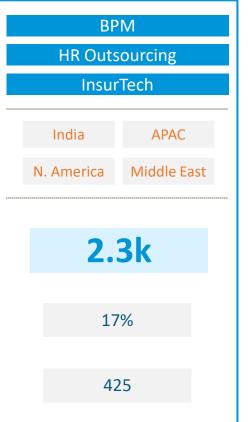
Geographies served

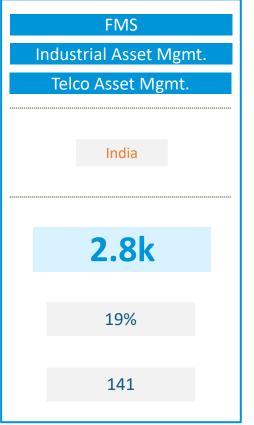
Rev. FY24 (INR Cr)

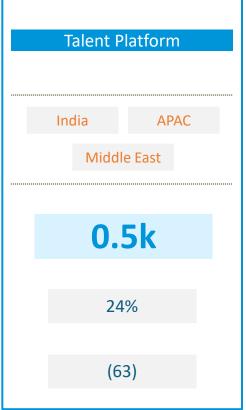
Rev. CAGR (FY21-24)

EBITDA FY24 (INR Cr)









An overview (II/II)





Workforce Management (WFM)





Global Technology Solutions (GTS)

One of the top BPM players in domestic market		
1.4Mn	Pay slips processed p.m.	
\$3.3Bn	Gross insurance premiums underwritten	
660Mn	Customer connects p.a.	



Operating Asset Management (OAM)

#1 operating asset mgmt. co. by range of services		
360Mn	Sq ft of space managed	
3Mn+	Meals served p.m.	
110k+	Telecom sites upgraded	
2000 mw	Power generation managed	



Product-Led Businesses (PLB)

#2 job board platform in India	
21.6Mn	Active users in last 6 months
22.6M n	Monthly traffic
5.5Mn	Profile updates



Certified GPTW for 5th year consecutively

~20%

Female workforce participation

7k+

Specially-abled associates

300k+

Tier-2 and Tier-3 city associates

15k

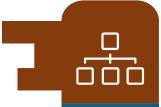
Students benefitted from school enhancement program across 75 schools

BB

Global ESG ranking for Quess increased from B

Quess Corp 3.0





Simplified corporate structure



Enhanced managerial focus



Uniquely defined capital allocation strategy



Flexibility to pursue independent strategies



Clarity of investment thesis



Drive strong and sustainable long-term value creation

Quess Corp Demerger



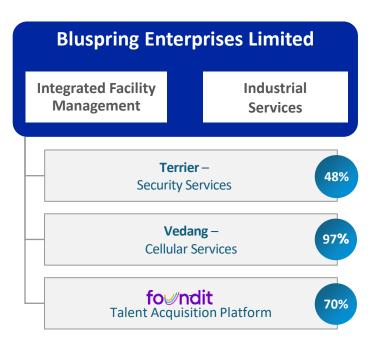




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Bluspring



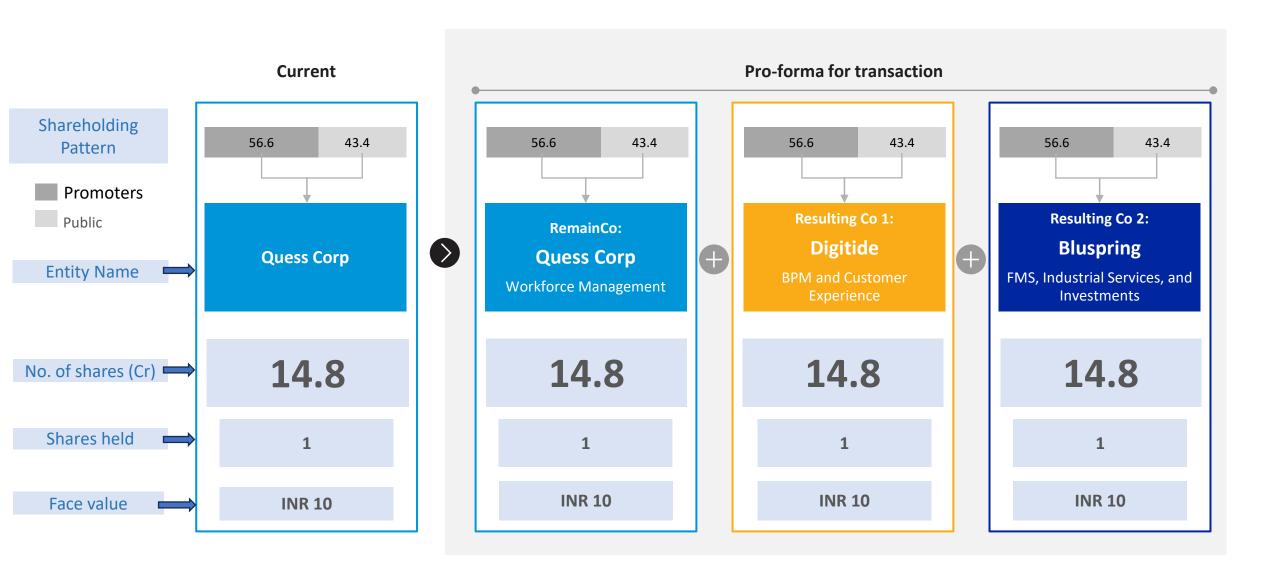
Business division of parent company

Subsidiary

Current Quess shareholding (fully diluted)

Mirror Shareholding











Bluspring

Become the largest staffing company globally

\$1Bn+
revenue BPM and
customer experience
company

Leverage emerging opportunities in building a new India

Scale foundit to gain market share

Statutory Milestones – Demerger is expected to be effective within 13-15 months



Completed In-Process Not initiated

Q4'FY24
Filing of Scheme of Arrangement

Q1'FY25
Filing of NCLT
application post
receipt of SEBI NOC

Q2'FY25

Convening of NCLT meeting for shareholders and creditors, Voting, Results and Reporting

Q4'FY25

Final hearing of petition of restructuring by NCLT

Q1'FY26

Application with Stock
Exchanges, Corporate
Actions with NSDL/CDSL –
Listing and trading on
stock exchanges



















Q1'FY25 Procure NOC from Stock Exchanges

Q2'FY25

Filing of NCLT application and scheme of arrangement with ROC after receipt of order from NCLT giving directions

Q3"FY25

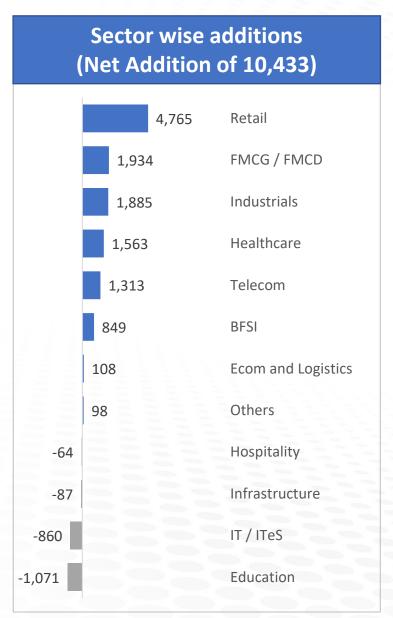
Filing of petition with
NCLT post approval from
shareholders and
creditors, along with
reports from ROC/RD/IT
authorities and
representation by
regulatory/statutory
authorities, if any

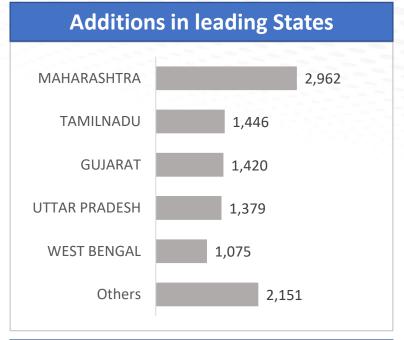
Q4'FY25

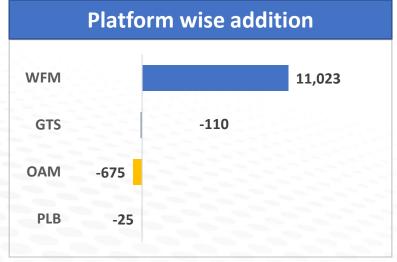
Final NCLT order with ROC Bengaluru and Stock Exchanges

New Joinee workforce snapshot









Gender



Joinee

Transfer	Sourcing
72 %	28%

Formalization

Existing	New
75 %	25%

Average Age

Male	Female
27	26

FY 25 Outlook and Focus Areas



Workforce Management

General Staffing:

- Open Mandates (OM) remained strong at 49k on Mar'24
- Manufacturing (OM at 19k), Retail (OM at 8k) and Electronics (OM at 6k) to drive head count addition in Q1
- Business focus on further strengthening the sourcing engine through specific programs such as 'Job Spot'

QITS:

- Aggregate Headcount of Top 5 IT companies declined by 11.2k in Q4 and 69k in FY24
- Foundit hiring trends reported in Q4 an increasing of 7% in IT hiring activity
- Open mandates saw an increase of 9% QoQ (1.1k against 1.0k)
- Focus continue to be on niche profiles in GCC and Digital to drive margins



Global Tech Solution

Conneqt

- Collections business revenue crossed Rs. 500 cr mark with a 24% YoY growth Digital Transformation practice across
- Analytics , AI, Customer Experience and Automation tracks for live customers continues to be key focus area in FY25
- Focused activities for international expansion of Digital IT business

Allsec

- ▲ EXM vertical added **11 new logos** in Q4; driven by IT/ITeS; Sales pipeline of INR 37cr ACV in closing stages. Focus on growth in international geographies
- **CXM:** Growth of International business (up 39% YoY) continue to be the focus area for closure of sales pipeline of INR 40cr





Operating Asset Management

- With business consolidation delivering EBITDA growth of 18% in FY24. Overall focus for FY25 to be on growth
- Facility Management: Contracts with ACV of INR 79cr are expected to be mobilized in Q1. Healthcare, Public Utility and BFSI are key drivers. Business to move towards verticalized structure in FY25
- F&B and Telecom active infra business to observe a seasonal slowdown in Q1; The businesses continues to focus on new client / new services addition
- ▲ Security services have added 26 new contracts with ACV of 23cr in Q1 FY25. Industrials and IT / ITeS being key drivers

Awards and Recognitions





Ranked 2
amongst India's largest
employers by Burgundy
Private Hurun India 500, 2022



Ranked **54**In SIA's top 100 largest global staffing firms
in 2022



Certified a Great Place to Work in 2024 for the 5th consecutive year



Top **5** Women Employers in India by Burgundy Private Hurun India 500, 2021



India's **40** Best Workplaces in Health and Wellness **2022**





Ranked **100** in the Business World Real 500 list (nonfinancial sector)



Among the Top 10
HR-tech firms by the
Enterprise World Magazine,
2021



Diversity Champion (Search & Staffing) LinkedIn Talent
Awards 2021





ESG Updates

Morgan Stanley Capital International (MSCI) ESG Rating

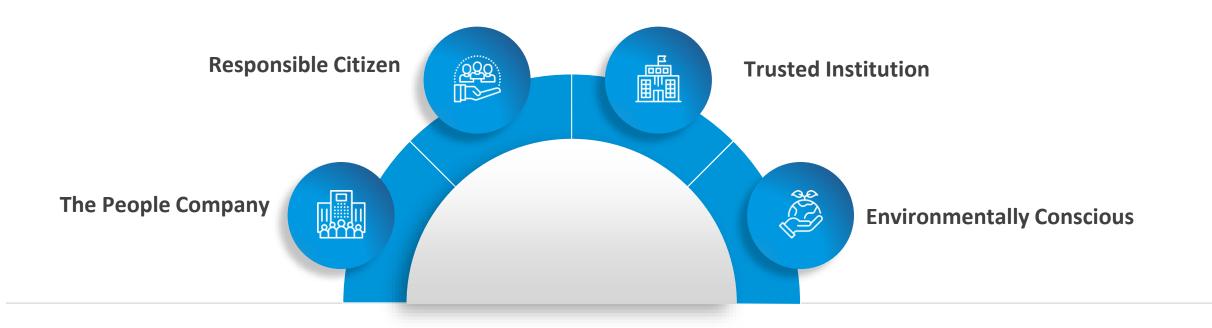


- MSCI ESG rating measures a company's management on financially relevant ESG risks and opportunities. Considered one of the
 most sought ESG Ratings in the world due to its wide acceptance by Investor community
- Rating is based on Quess public disclosures through annual reports, comprehensive ESG reports, investor decks, and news
- Quess Corp has been rated by MSCI since 2019, starting at "CCC" until 2021
- FY 2023, Quess Corp's ESG ranking improved to a "B" and FY 2024 ESG ranking further improved to a "BB"
- Our MSCI score has significantly improved due to several key initiatives:
 - Enhanced ESG disclosures encompassing Corporate Governance, Labor Management, Privacy and Data Security
 - Transparent reporting on carbon footprint along with proactive reduction measures
 - Improved disclosures regarding Directors' expertise, independence, and related party transactions





What's good for society is good for Quess

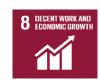




















What's good for society is good for Quess

Diverse Workforce

100K+ employees are women (37.1% of Core & 18% of Associates)

Nurturing Work Environment

Great place to work® re-certified for 2024-25

Best work places in Health and Wellness by GPTW

Digitizing Job Discovery

Monthly Avg. of 7.4K+ job openings in Q4 FY24 with over 99% jobs fulfilled

Over 153K+ candidates registered in Qjobs Q4 FY24











What's good for society is good for Quess

School Upgradation

Adopted 75 Government School focused on providing basic facilities benefits 15K+ students

Academic Support

- Education Kit: Provided 14K+ School Bags & 8K+ Notebooks Given.
- 12K+ undergone Life Skill Education.
- 6K+ Students Trained on Computer Skills .
- 71 Students Given Scholarship

Health & Wellbeing

- 12K+ Students screened under Annual health Screening program.
- 5K+ Treated for Dental Problems
- 759 Spectacled Given
- 300+ Students Benefited for Socio Emotional problems.











What's good for society is good for Quess

Environmentally Positive

Over 166K+ devices repaired /refurbished by Digicare as on 29th Feb 2024

Responsible Waste Management

1.5K+ Kgs of paper waste and over 4K+ food waste responsibly disposed in FY24.

Biodiversity

251 trees planted in FY24







What's good for society is good for Quess

Quality and Information security

Quess Corp is ISO 37001: 2016, ISO 27001: 2013, and ISO 9001: 2015 certified

Data Privacy and Cyber Security

Cyber Security Council with C-suite level oversight.

Implementation of Digital Personal
Data Protection Act

Safety Incident Management

WorQ & UHD
(Unified Help Desk)
for associates









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About Quess Corp

Quess Corp Limited (Quess) is India's leading business services provider, leveraging our extensive domain knowledge and future-ready digital platforms to drive client productivity through outsourced solutions.

We provide a host of technology enabled staffing and managed outsourcing services across processes such as sales & marketing, customer care, after sales service, back office operations, manufacturing operations, facilities and security management, HR & F&A operations, IT & mobility services, etc.

Our passion for delivering exceptional services, augmented by proprietary digital platforms, has strongly established our credentials as India's largest employer in the private sector and the biggest integrated business services provider in the country. We are proud to achieve this success as a 13- year old start-up.

A core value driving our business is constantly making the workforce more productive. Our business strategy is aligned to this, including training and skill development for better employability, helping job seekers easily find employment opportunities, digitising workflows, and providing social security benefits to a wider employable population.

Established in 2007 and headquartered in Bengaluru, Quess today has unmatched geographic presence and scale with more than 644 locations across India, South East Asia & North America, backed by technology-intensity and domain specialization to create unmatched service experiences.

Learn more about us at

www.quesscorp.com



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