

Supplier User Manual

Comprehensive guide to the
ESG Assessment process

27 August 2026



What this guide will help you do:



Introduction & Context



Access and register on the ESGFirst Vendor Portal



Understand the ESG information required for assessment



Complete and submit the ESG Supplier Assessment



Track submission status and manage your responses



Viewing Scores, Submission, and Audit Trail



Why Suppliers Are Part of our ESG Journey

Firstsource integrates sustainability expectations across its value chain, including supplier partnerships.

01

Extended Policies

- ESG-linked policies extended to all value chain partners
- Reinforces expectations on ethics, compliance, human rights, and sustainability performance



02

Sustainability-Driven Procurement

- ESG scorecards integrated into supplier onboarding
- New and Annual performance assessments now include ESG parameters



03

Supplier Capability Building

- Conducted ESG awareness & training sessions
- Future capacity-building engagements planned to deepen supplier readiness



04

Strengthening Communication & Learning

- In-house ESG e-learning module designed to support suppliers in improving their practices
- Annual ESG communication for suppliers



Extending
Firstsource's
sustainability
DNA across the
value chain

ESGFirst: The Shift to Digital Sustainability



Digital Submission



Direct data entry into the ESGFirst ecosystem, eliminating email trails.

Efficiency



Reduction of manual administrative burdens and redundant data requests.

Accuracy



Ensuring consistent, timely, and traceable data across all suppliers.

Transparency

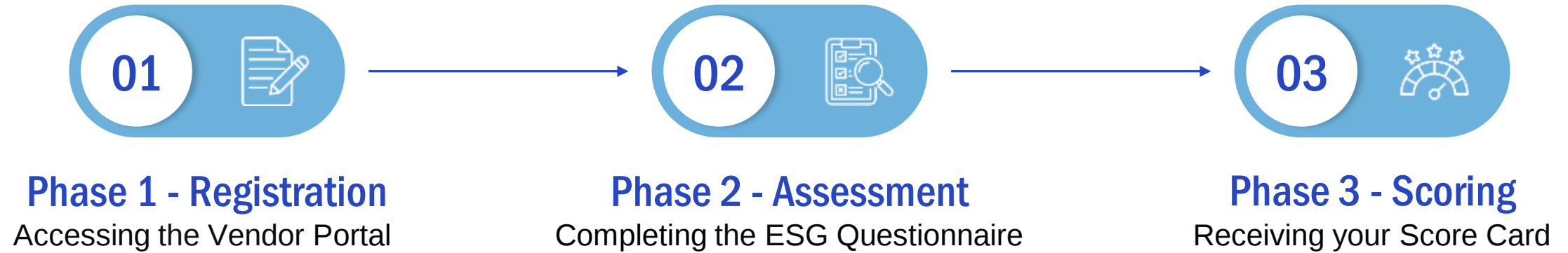


Capturing Environmental, Social, and Governance (ESG&F) metrics for real-time analytics.

“From Manual Spreadsheets To Integrated Analytics”



Your Onboarding Voyage



Getting Started

- To begin the assessment, suppliers must first access the Vendor Portal and complete the registration process.
- Ensure you have:
 - A valid business email ID (For receiving the login credentials, updates & notifications)
 - Company information
 - Supporting ESG documents where applicable

Terminology Note: In this documentation, we use the term ‘Supplier’. However, the platform interface uses the term ‘Vendor Portal’. These terms are used interchangeably.

Phase 1: Accessing the Portal

The picture can't be displayed.

Step 1: URL: <https://esgfirst.resustain.io>

- Once you access the above URL, you will be redirected to the login page.
- On the login page, click on “**Supplier Login**” to access vendor-specific features.

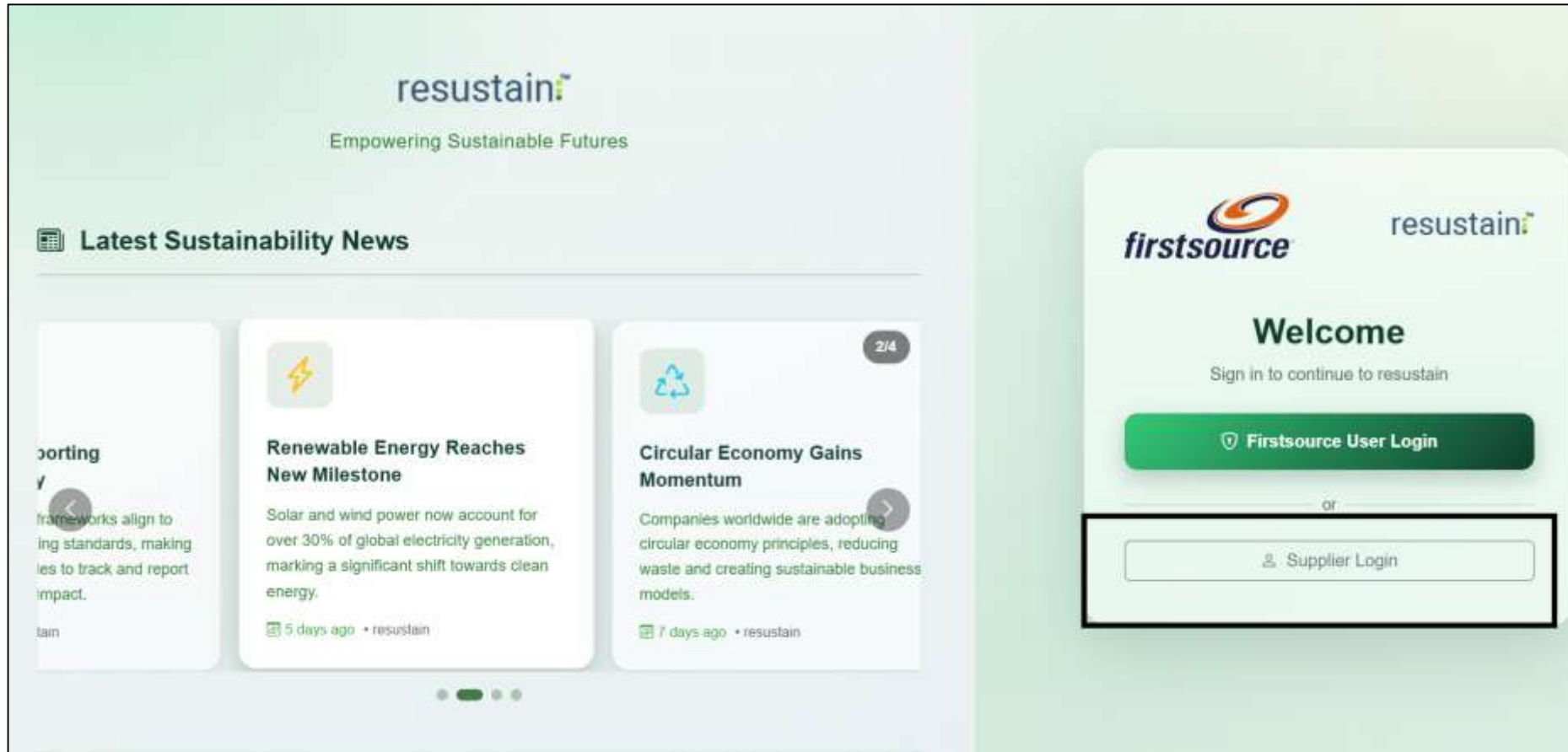


Fig. 1: Login Page

Supplier Login



Step 2: If this is your first time accessing the portal, select **“New Vendor Portal Access”** to begin the registration process.

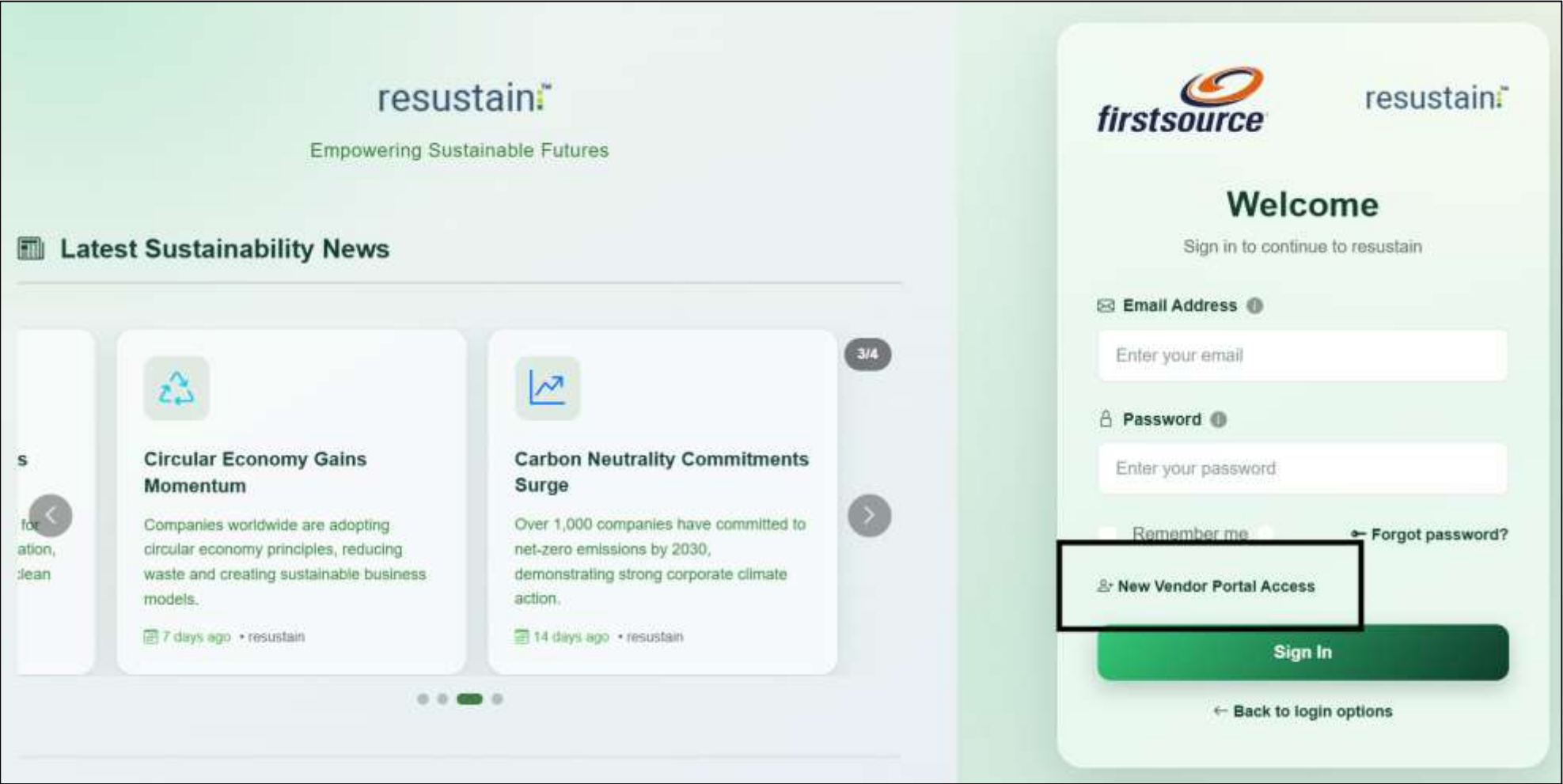


Fig. 2: Supplier Login Page

Receive Login Credentials

Step 4: After successful registration:

- A temporary password will be sent to your registered email ID
- Use your email ID and temporary password to log in

Note: This is an auto-generated notification from Firstsource's ESGFirst platform. You are receiving this communication for your association with Firstsource Solutions Ltd. as a Supplier.

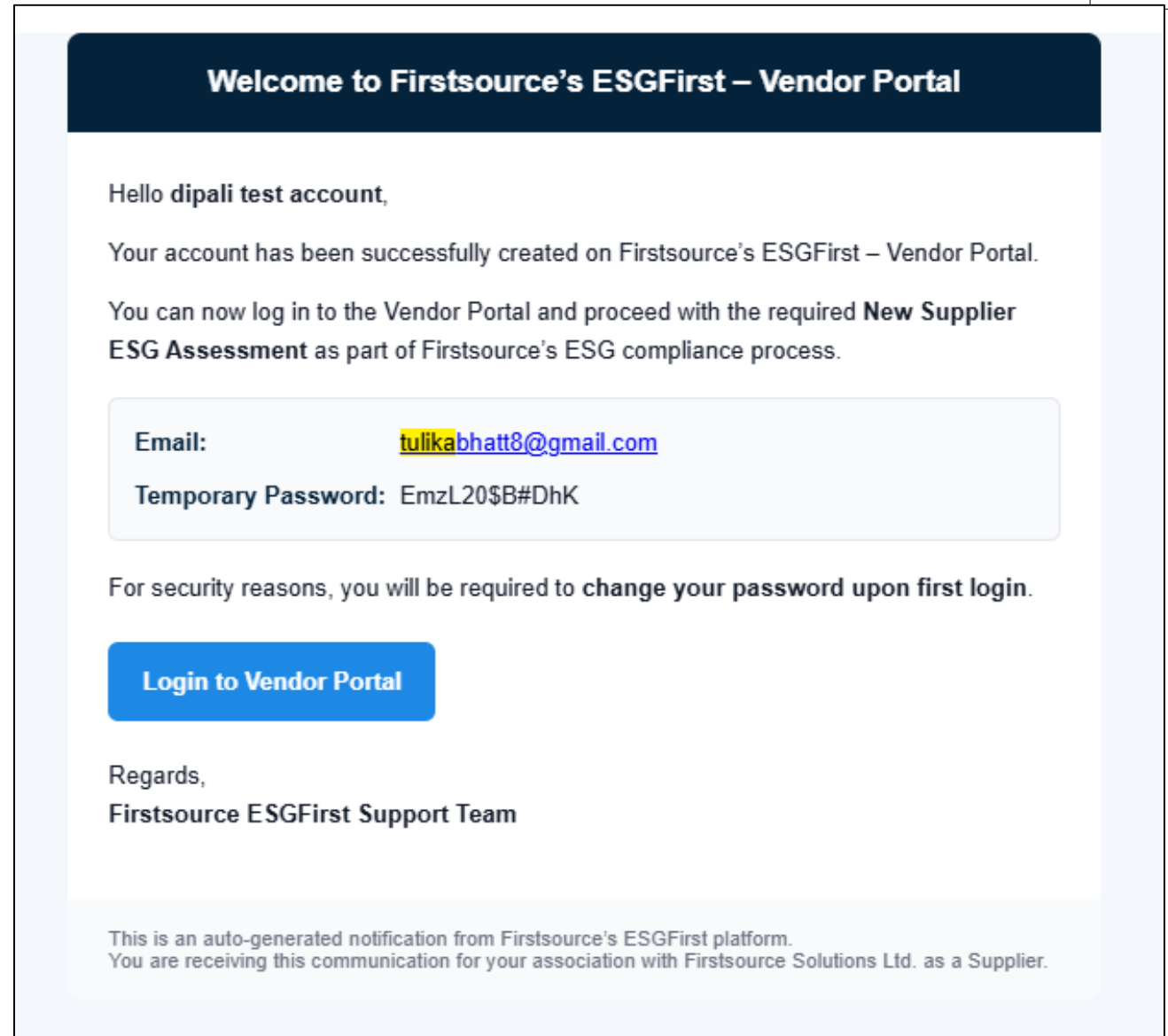


Fig. 4: Receive Login Credentials

Update Password



Step 5: On your first login, you will be prompted to update a new password.
Enter a new password as per the password policy, confirm it, and click on Update Password.

VP Vendor Portal

B Bhatt Tulika
Tulika Company

Vendor Info

Start Assessment

Change Password

Logout

Logged in successfully

Change Password

Enter your current password and choose a new secure password.

Current password

.....

New password

Choose a strong password (min 8 characters)

Use at least 8 characters — a mix of letters, numbers and symbols is recommended,

CancelUpdate Password

Tip: If you forgot your current password, contact support or use the password recovery flow.

Fig. 5: Update Password Screen

Log in To The Portal

Step 6: After updating your password:

- Enter your registered email ID
- Enter the updated password
- Click on “Login”
- You will be redirected to the Vendor Portal webpage.

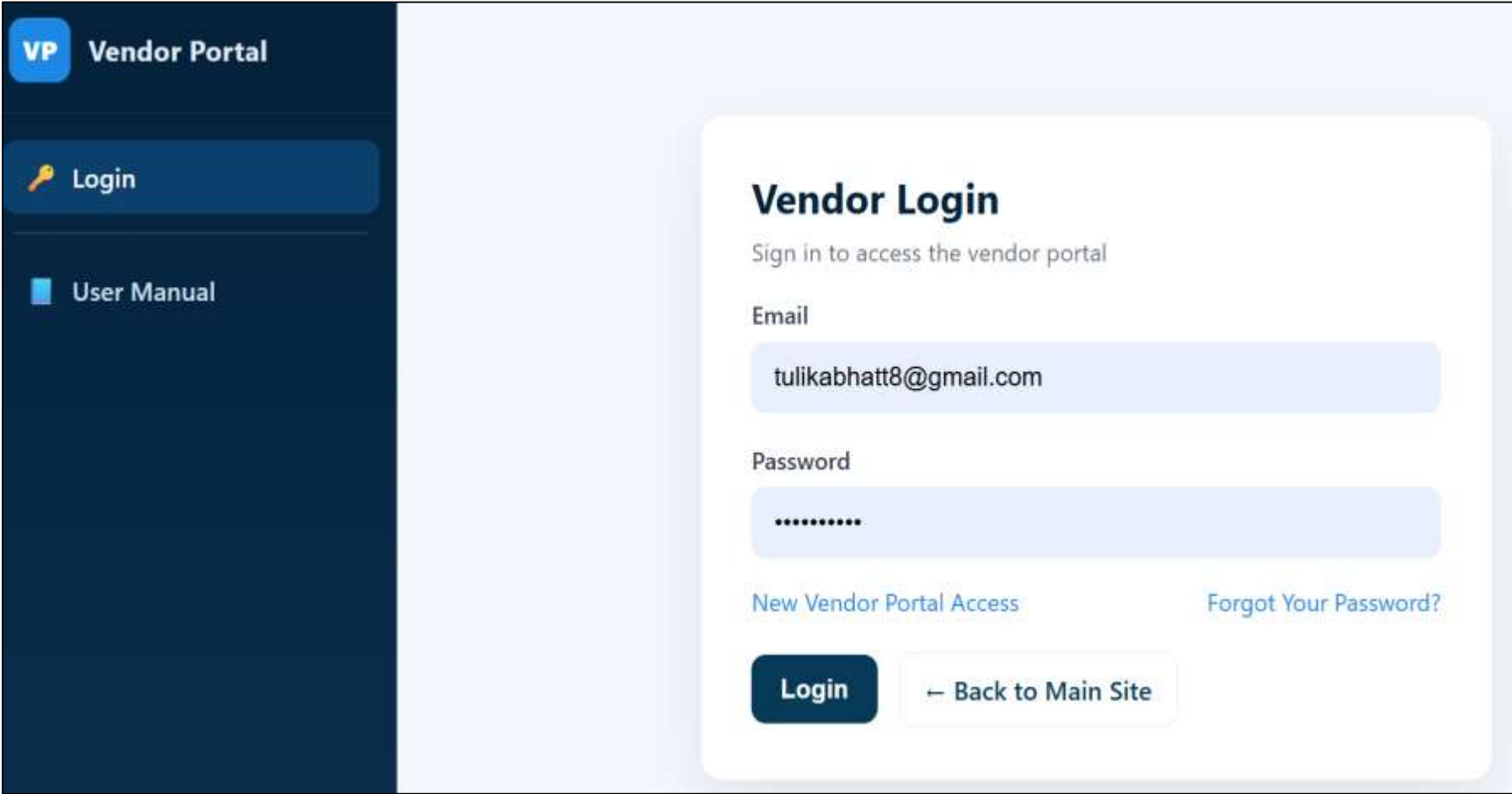


Fig. 6: Login

Vendor Portal Overview

Step 7: After successful login, the Vendor Portal webpage will be displayed with additional options. The left-side menu contains the following options:

- **Vendor Info:** View your company details and primary contact information.
- **Start Assessment:** Begin the supplier assessment process (New Supplier ESG Assessment).
- **Change Password:** Update your account password.
- **Logout:** Exit the portal securely.

VP

Vendor Portal

B

Bhatt Tulika

Tulika Company

Vendor Info

Start Assessment

Change Password

Logout

New Supplier ESG Assessment

All questions are mandatory except remarks fields.

General

1 question

Has your organization published ESG/Sustainability reports in line with frameworks such as GRI, BRSR, TCFD, SASB, CSRD, and ISSB, etc. or undergone a third-party assessment (GHG assurance) or reported ESG performance with CDP, EcoVadis, S&P Global Sustainable/DJSI?

i

☐ Assessment/audit completed & GHG measured/reported,

☐ Assessment/audit completed only,

☐ GHG measured/reported only,

☐ Neither completed nor measured

Environment

7 questions

Do you have a formal Environmental Policy in place?

i

☐ Yes

Fig. 7: Vendor Portal Webpage



Phase 2: New Supplier ESG Assessment

Click **‘Start Assessment’** to begin.

The ‘New Supplier ESG Assessment’ questionnaire interface guides you through critical reporting verticals.

The questionnaire covers three critical verticals:

- 1. **General:** Reporting frameworks (like GRI) and third-party assurance.
- 2. **Environment:** Policies on energy consumption, renewable energy adoption, and GHG emissions.
- 3. **Governance:** Risk and compliance (Monitoring ESG risks, Compliance, and Policy Acknowledgement).

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Vendor Portal

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Tulika Company

Vendor Info

Start Assessment

Change Password

Logout

Support: support@resustain.io
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New Supplier ESG Assessment

All questions are mandatory except remarks fields.

General

1 question

Has your organization published ESG/Sustainability reports in line with frameworks such as GRI, BRSR, TCFD, SASB, CSRD, and ISSB, etc. or undergone a third-party assessment (GHG assurance) or reported ESG performance with CDP, EcoVadis, S&P Global Sustainable/DJSI?

Assessment/audit completed & GHG measured/reported,

Assessment/audit completed only,

GHG measured/reported only,

Neither completed nor measured

Environment

7 questions

Do you have a formal Environmental Policy in place?

Yes

Fig. 8 - New Supplier ESG Assessment

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What to Expect in the ESG Assessment - Sustainability Checklist



Review the assessment questions in advance to understand the information required and prepare relevant documents before starting.

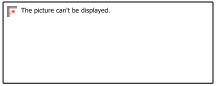
Sub-Category	Question
Reporting	Has your organization published ESG/Sustainability reports in line with frameworks such as GRI, BRSR, TCFD, SASB, CSRD, and ISSB, etc. or undergone a third-party assessment (GHG assurance) or reported ESG performance with CDP, EcoVadis, S&P Global Sustainable/DJSI?
Energy	Do you have a formal Environmental Policy in place?
Energy	Do you have actions in place to reduce energy consumption and currently use or plan to adopt renewable energy sources?
Emission	Does your organization measure and report GHG emissions?
Waste	Does your organization segregate waste into different categories such as hazardous, non-hazardous, recyclables (paper, plastics, metals, glass) and biodegradable waste? If Yes, please specify the waste types, their respective disposal methods in remarks section.
Waste	Remarks If any
Water	Have you implemented any actions to reduce water consumption in your organization? If yes, please provide the relevant details in remarks section
Water	Remarks If any

Sustainability Checklist



Sub-Category	Question
Human Resource & Social	Do you have a formal HR and Labour Policy, covering diversity, equity, inclusion, and employee well-being?
Human Resource & Social	Do you track and report on gender diversity (male/female/other employee ratios)?
Human Resource & Social	Does your company have health and safety initiatives in place to ensure workplace safety (such as safety training, protective equipment, incident reporting, or emergency preparedness)?
Human Resource & Social	Do you comply with local labour laws and standards on working conditions and minimum wages?
Human Resource & Social	Do you engage in CSR/community development initiatives in areas where you operate?
Human Resource & Social	Do you have formal employee training programs and development opportunities covering topics such as Business Code of Conduct, ESG practices, Health & Safety, Diversity & Inclusion, Human Rights, Anti-corruption/Bribery, Data Privacy and Cybersecurity?
Human Resource & Social	Remarks for Social section, if any

Sustainability Checklist



Sub-Category	Question
Governance	Is your organization certified under ISO 27001 (Information Security), ISO 27701 (Privacy), ISO 22301 (Business Continuity) ISO 14001 (Environmental Management), ISO 45001 (Health & Safety), or ISO 9001 (Quality Management), SA 8000 (Human Rights), ISO 50001 (Energy Management System)?
Governance	If yes, select all that is applicable
Governance	Do you have a Board level committee overseeing ESG performance?
Governance	Does your organization follow anti-corruption, bribery prevention policies?
Governance	Have there been any litigations or compliance violations related to ESG in the last two years?
Governance	Do you monitor and evaluate ESG risks in your supply chain (e.g., child labour, conflict minerals, environmental risks)?
Governance	If yes, explain ESG risks in detail
Governance	Has your organization had any confirmed incidents of corruption or bribery in the past 3 years? If yes, please provide the relevant details in the remarks column
Governance	Remarks for Governance section, if any
Others	Do you want to highlight any other sustainability practices taken by your organization ?
Others	Do you understand and acknowledge the contents of Firstsource's Supplier Code of Conduct and Sustainable Supply Chain Policy?
Others	Do you acknowledge to take part in Firstsource's Annual ESG Supplier Score Card?



Managing Your Progress

- While completing the assessment, answer all the questions carefully, upload supporting documents where required, and review the responses before proceeding
- At the bottom of the assessment page, the following options are available:
- 1. Back to Dashboard:** Return to the main dashboard without saving.
 - 2. Save Draft:** Save your progress and complete the assessment later.
 - 3. Submit Assessment:** Finalize and submit your responses.

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Vendor Portal

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Vendor Info

Start Assessment

Change Password

Logout

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Do you understand and acknowledge the contents of Firstsource's Supplier Code of Conduct and Sustainable Supply Chain Policy?

☒ Yes

☐ No

If yes, Firstsource's Supplier Code of Conduct and Sustainable Supply Chain Policy links can be found here

Firstsource's Supplier Code of Conduct - <https://www.fitsource.com/sites/default/files/uploads/2023/>

Do you acknowledge to take part in Firstsource's Annual ESG Supplier Score Card?

☒ Yes

☐ No

Back to Dashboard

Save Draft

Submit Assessment

Fig. 9: 'Back to Dashboard, Save Draft and Submit Assessment' Options

Submission & Status Change

Once you click on Submit Assessment (You cannot make any further changes), you will be automatically redirected to the Assessment Summary Page, where you can review your submitted responses.

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Vendor Portal

B

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Tulika Company

Vendor Info

View Assessment

Change Password

Logout

Support: support@resustain.io

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Assessment submitted successfully.

New Supplier ESG Assessment Submitted

Submitted on 2026 11:55 AM

Total Score

7.0/10.0

General

1. Has your organization published ESG/Sustainability reports in line with frameworks such as GRI, BRSR, TCFD, SASB, CSRD, and ISSB, etc. or undergone a third-party assessment (GHG assurance) or reported ESG performance with CDP, EcoVadis, S&P Global Sustainable/DJSI?

Score0.25

Answer:

GHG measured/reported only,

Sub-category: General

Environment

Fig 10: Review your submitted responses

Post-Submission Update



The Start Assessment option will remain visible until the vendor submits the assessment. Once the assessment is successfully submitted, the **Start Assessment** button will automatically change to **View Assessment**, allowing the vendor to review the submitted responses.

VP Vendor Portal

B Bhatt Tulika
Tulika Company

Vendor Info

View Assessment

Change Password

Logout

New Supplier ESG Assessments

View and track your submitted ESG assessments and performance scores.

Submitted On	Achieved Score	ESG Grade	Action
05 Aug 2026, 11:55 AM	7.0 / 10.0	B	View

Fig:11: View Assessment

Phase 3: The ESG Score Card



After submitting the assessment and viewing the Assessment Summary page, vendors can click on “**View Score Card**” to view the ESG score generated based on their submitted responses.

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Vendor Portal

B

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Vendor Info

View Assessment

Change Password

Logout

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11. If yes, Firstsource's Supplier Code of Conduct and Sustainable Supply Chain Policy links can be found here

Score0.0

Answer:
Firstsource's Supplier Code of Conduct -
https://www.fitsource.com/sites/default/files/uploads/2023/01/Supplier-Code-of-Conduct.pdfFirstsource's Sustainable Supply Chain Policy -
https://www.fitsource.com/sites/default/files/uploads/2023/01/Sustainable-Supply-Chain-Policy-V-1.0.pdf

Sub-category: Governance

12. Do you acknowledge to take part in Firstsource's Annual ESG Supplier Score Card?

Score0.0

Answer:
Yes

Sub-category: Governance

View Score Card

Back to Dashboard

Fig.12: View Score card

Assessment Scorecard

After clicking on View Score Card, the vendor will be redirected to the Assessment Score Card page.
This page displays the final weighted score based on the responses submitted in the assessment at a category level.

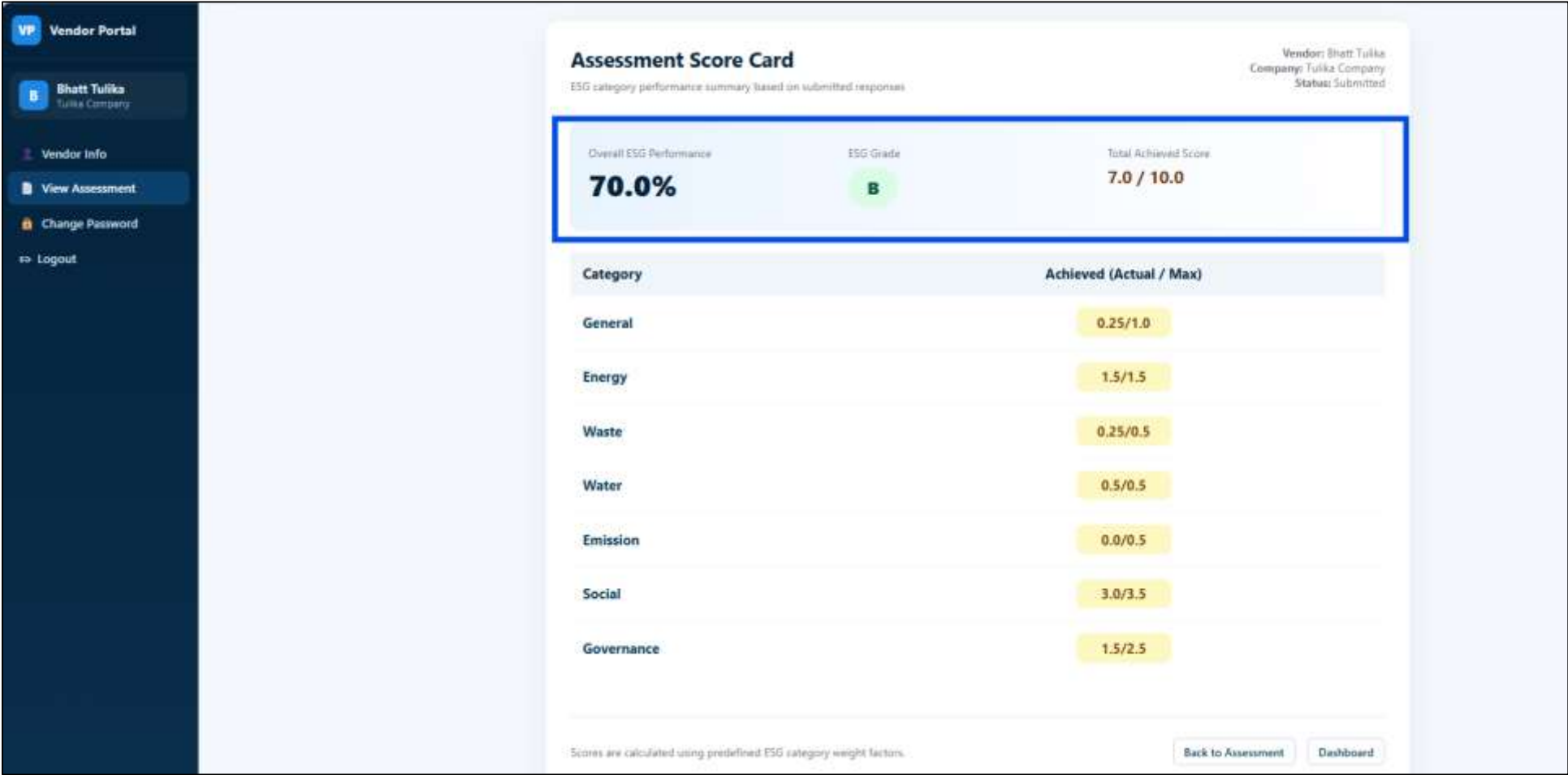


Fig.13: Final View Score Card

Understanding Your ESG Scorecard



How your score is calculated

Your final ESG score is generated based on your responses across three key pillars

- General and Governance practices
- Environmental performance
- Risk, compliance, and policy alignment



Score Interpretation Guide

- **9 – 10** → Excellent ESG Performance
- **7 – 8.9** → Good Performance (Minor Improvements Needed)
- **5 – 6.9** → Moderate Performance (Improvement Required)
- **< 4.9** → Poor Performance (Significant Improvement Needed)

“To qualify as a supplier for Firstsource, a minimum score of 5 is required in Firstsource’s New Supplier ESG Assessment.”

Confirmation & Audit Trail

Step 13: Once you successfully submit your New Supplier ESG assessment, you will receive an automated confirmation email.

Note: Firstsource Procurement team (GCT) will receive automated notifications on supplier assessment progress, including when an assessment is **started** and **successfully submitted**, ensuring timely tracking and governance oversight.

This is an auto-generated notification from Firstsource’s ESGFirst platform. You are receiving this communication for your association with Firstsource Solutions Ltd. as a Supplier.

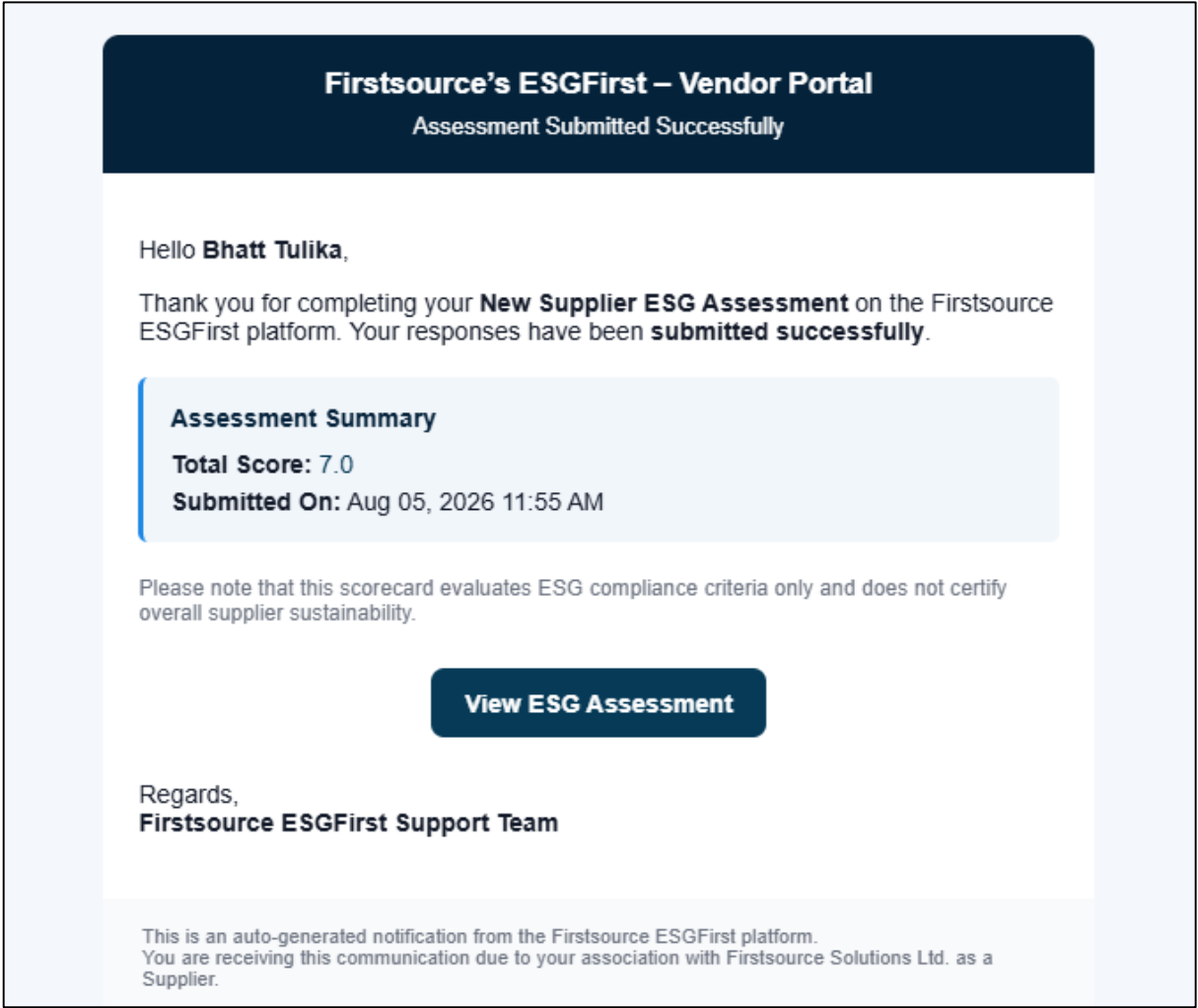


Fig. 14: Assessment submitted successfully

Support & Best Practices



Pro-Tip Browse Compatibility:



Use modern browsers (Chrome, Edge) for the best interface experience.

Pro-Tip Data Safety:



Utilize 'Save Draft' frequently when collecting data from multiple departments.

Pro-Tip Security:



Always use the 'Logout' button on the left menu to exit securely.

Key ESG Resources

Suppliers are expected to align with Firstsource's sustainability, ethics, and compliance standards. Please review and ensure adherence to the following:

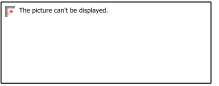
- Supplier Code of Conduct - https://www.firstsource.com/sites/default/files/2026-02/Supplier-Code-of-Conduct_V1.0_2nd-Feb26.pdf
- Sustainable Supply Chain Policy - https://www.firstsource.com/sites/default/files/2026-02/Sustainable-Supply-Chain-Policy_V1.0_2nd-Feb26.pdf
- ESG Governance Framework (For Reference) - <https://www.firstsource.com/about/esg/governance>



Help Desk

For technical issues or access problems, please contact: Sanskar.Gangwal@firstsource.com

Introducing Your Digital Partner: Treeni & resustain™



Partner Profile



Treeni is a software product company founded by sustainability professionals and technology experts. At the core of Treeni's offerings is the **resustain™ platform (ESGFirst)**, an integrated solution designed for enterprise-level sustainability data management and analytics.

The resustain™ platform (ESGFirst) enables organizations and their multidisciplinary teams to seamlessly integrate data from multiple sources, capture and measure Environmental, Social, Governance, and Financial (ESG&F) data, and access real-time analytics and insights. This supports informed decision-making across different organizational levels.

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We make it happen for our clients, solving their biggest challenges with hyper-focused, domain-centered teams and cutting-edge tech, data and analytics. Our real-world practitioners work collaboratively to deliver future-focused outcomes.

Firstsource is a specialized global business process management partner, and an RP-Sanjiv Goenka Group company. We provide transformational solutions and services spanning the customer lifecycle across Healthcare, Banking and Financial Services, Communications, Media and Technology, and other diverse industries. With an established presence in the US, the UK, India, Mexico, Australia, and the Philippines, we act as a trusted growth partner for leading global brands, including several Fortune 500 and FTSE 100 companies.

www.firstsource.com

