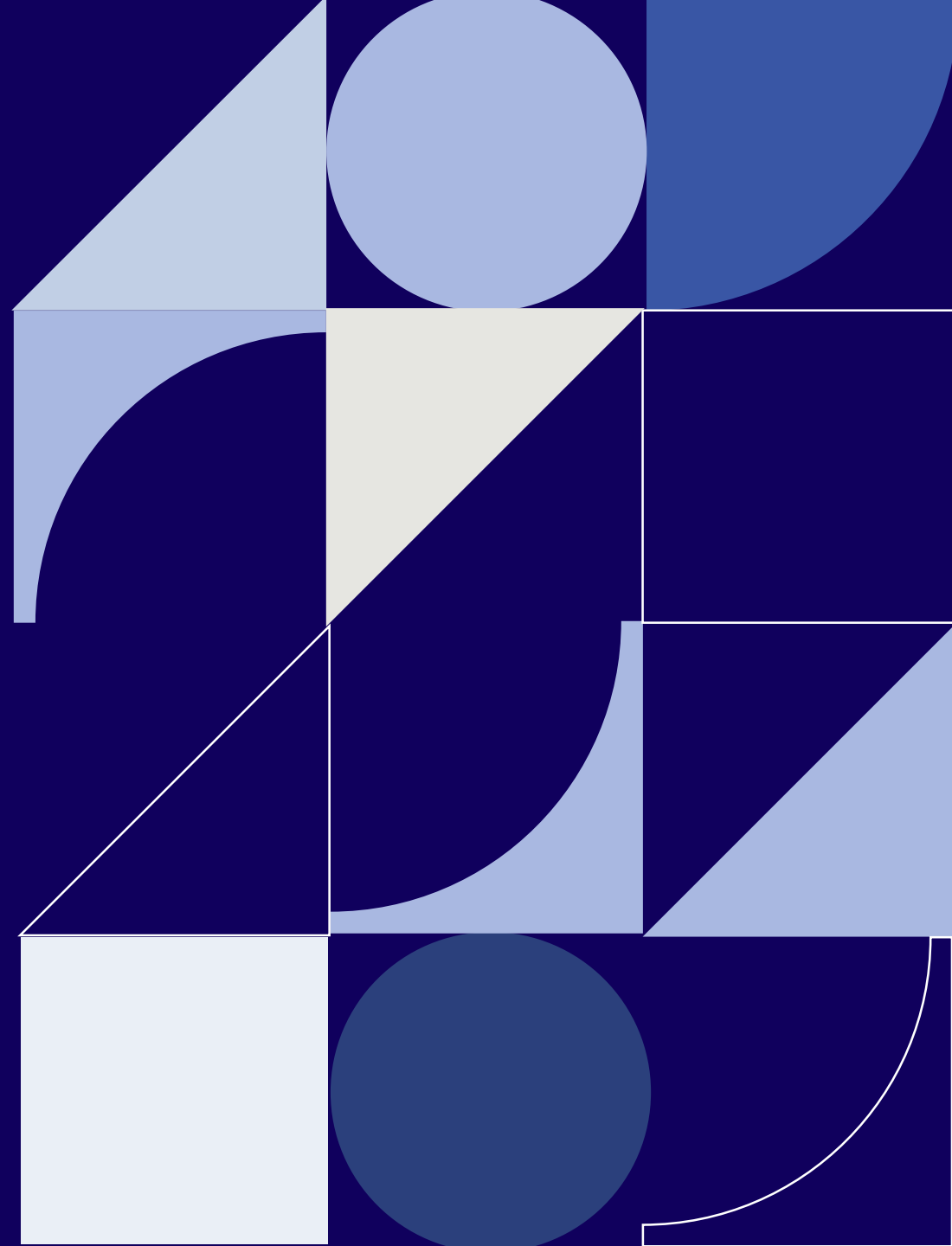




## Policy and Objectives – FY 21-22

- Business Continuity Management System



# Business Continuity Management System

## Policy Statement

Zensar is committed to meet customer requirements and ensure continuity of operations in the event of a disruption and is well prepared to handle any potential threats.

## Objectives



Define and implement a plan for Business continuity and Associate safety



Monitor and review the performance and effectiveness of the BCMS

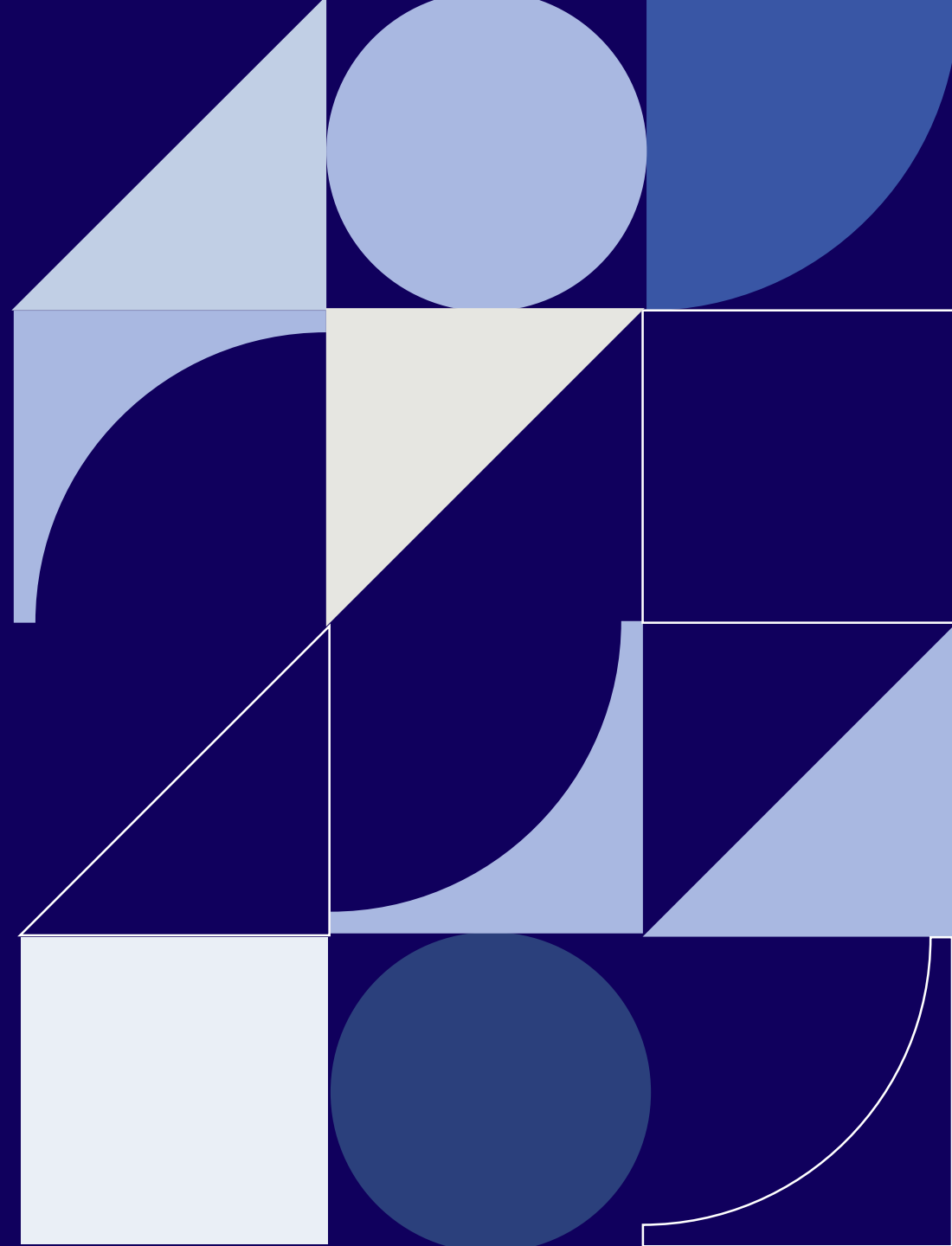


Create awareness amongst associates regarding Business Continuity



## Policy and Objectives – FY 21-22

- Quality and Service Management System



# Quality and Service Management System

## Policy Statement

We are committed to meet customers' needs and expectations by delivering industry-relevant services and solutions, through continual improvement of our processes and systems.

## Objectives



Deliver services and solutions that meet customer requirements



Continually enhance external and internal customer satisfaction



Enhance Customer experience through continuous improvement in our services, processes, and people