OUR VALUES IN PRACTICE

CSR and Community *Impact*

- *Impact that is measurable*

Community work earns trust when it is purposeful and accountable. **Community. Partnership. Measurement. Accountability.** When needs are understood, partners are governed, and outcomes are tracked and shared with evidence, CSR moves beyond spend into change that can actually be seen.



COMMUNITY	PARTNERSHIP	MEASUREMENT	ACCOUNTABILITY

The measure of community work is not what was given, but what genuinely changed and can be shown.

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01 WHAT THIS VALUE MEANS TO US

Beyond spend, towards change

For us, CSR and community impact are about contribution that is purposeful, not publicity. They begin with understanding what a community actually needs, choosing initiatives that are genuinely relevant, and working with partners we can stand behind.

They also mean defining what we are trying to achieve, tracking outcomes with evidence, and communicating results honestly, including where there is more to do. Impact grows stronger when purpose, governance, and evidence work together, and when people are treated with dignity throughout.

02 WHY IT MATTERS IN RESPONSIBLE BUSINESS

Contribution that builds trust

Inclusive, local value

Well chosen community work supports inclusive growth and strengthens the places we operate in. Done seriously, it creates real value for people rather than a one time gesture that fades once the photographs are taken.

Credibility through evidence

Within ESG and stakeholder expectations, community impact is increasingly assessed on outcomes, not spend. Tracking and reporting honestly builds reputation and trust, and stands up to the same scrutiny as any other commitment.

CSR IMPACT FRAMEWORK

Understand › Plan › Partner › Track › Improve

Impact that is measurable

Good intentions are a starting point, not a result. Real CSR is a need understood, an outcome reached, and a difference that can be shown with evidence.

03 HOW WE EMBED THIS IN PRACTICE

What this looks like in everyday work

Understand the need
We start by understanding what a community actually needs, rather than assuming or repeating what is convenient.

Responsible partners
Where we work with partners, they are credible and accountable, and chosen with the same care as any supplier.

Tracked with evidence
Outcomes are tracked against those objectives, so we can see what changed and show it with evidence.

Effectiveness review
Programmes are reviewed for real effect, so effort goes where it makes a genuine, lasting difference.

Purposeful priorities
Initiatives are chosen for genuine relevance and value, not for visibility or the sake of being seen to act.

Clear objectives
Each initiative has a defined purpose and expected outcome, so success means more than money spent.

Honest communication
Results are communicated openly, including what worked less well, rather than only the favourable picture.

Improved over time
What we learn feeds back into stronger initiatives, so impact deepens rather than simply repeating.

04 WHAT WE EXPECT OF ONE ANOTHER

Shared responsibility across our network

Our employees
Engage with community work seriously, contribute skills where they help, and treat partners with respect.

Managers and leadership
Set clear objectives, resource initiatives properly, and own responsible impact rather than publicity.

Community partners
Work with us transparently towards shared outcomes, with honest reporting and accountability for results.

Business partners and clients
Support purposeful, evidence based community work and respect the dignity of the people it serves.

05 GOVERNANCE AND ACCOUNTABILITY

Community impact becomes credible only when it is supported. We hold ourselves to clear objectives, responsible partner selection, documentation, outcome tracking, honest review, transparent communication, and continuous improvement. Spend alone is never treated as the measure of success.

06 | OUR CLOSING COMMITMENT

Quantum Systems is committed to community work that is purposeful, partnered, and measured. We will keep listening to real needs, tracking honest outcomes, and improving what we do, so that our impact is genuine and can be shown.

Quantum Systems Management Pvt. Ltd.