Sustainability Policy

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23-Oct-25	1.5	Aniket Kulkarni	Rajashree Laad	Uma Thomas	Added ESG pillar specific context

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1. INTRODUCTION

We at Hexaware, are committed to imbibe the philosophy of sustainability as an integral part of our business and earnestly commit ourselves to uphold this as governing framework for all our business endeavours.

We are a responsible global organization and realize that we generate social and ecological impacts/footprints from our businesses. Therefore, we have the onus to frame, adhere and promote ethical and sustainable business practices and to create long lasting value for our business, environment, and society.

We have embraced the triple bottom line approach, to foster a sustainable business, where people, planet and profit are the core pillars of our sustainability framework. We thereby constantly strive to step up our performance in the segments of social (employees and communities), environmental (energy, waste and water management, reducing carbon footprints) and economic growth parameters.

This policy sets out the principles, commitments, and governance arrangements by which Hexaware integrates environmental stewardship, social responsibility, and strong governance into its strategy, operations, and decision-making.

This policy works in conjunction with various other policies in existence to create long lasting sustainability values thus facilitating us to promote diversity, ensure social equality, enhance environmental performance, mitigate future risks, and improve economic prosperity.

It broadly covers the vision, objectives, an overview of ESG roles, responsibilities, ESG pillars and activities.

2. SCOPE

This policy is applicable globally to Hexaware Technologies Limited, its subsidiaries and affiliates.

This policy applies to all Company directors, officers, employees, contractors, consultants, vendors, and other persons working under the Company's managerial supervision, including all individuals employed by any entity owned and/or controlled by the Company (the "Hexaware team").

In addition, this policy also applies to customers, third parties, or any natural or legal persons who have agreed to become a buyer/supplier of the Company's products or services or would agree to become a buyer/supplier of the Company's products or services in future. All such persons have an important role to play in safeguarding Hexaware's reputation, legal and financial interests, and upholding its policies. All employees play a key role in helping the Company comply with the applicable regulations.

3. Vision & Mission

Vision

Our ESG vision is rooted in inclusive digital transformation. We reduce our environmental footprint, empower diverse communities, and uphold strong governance to build a responsible and resilient business.

Mission

Our mission is to:

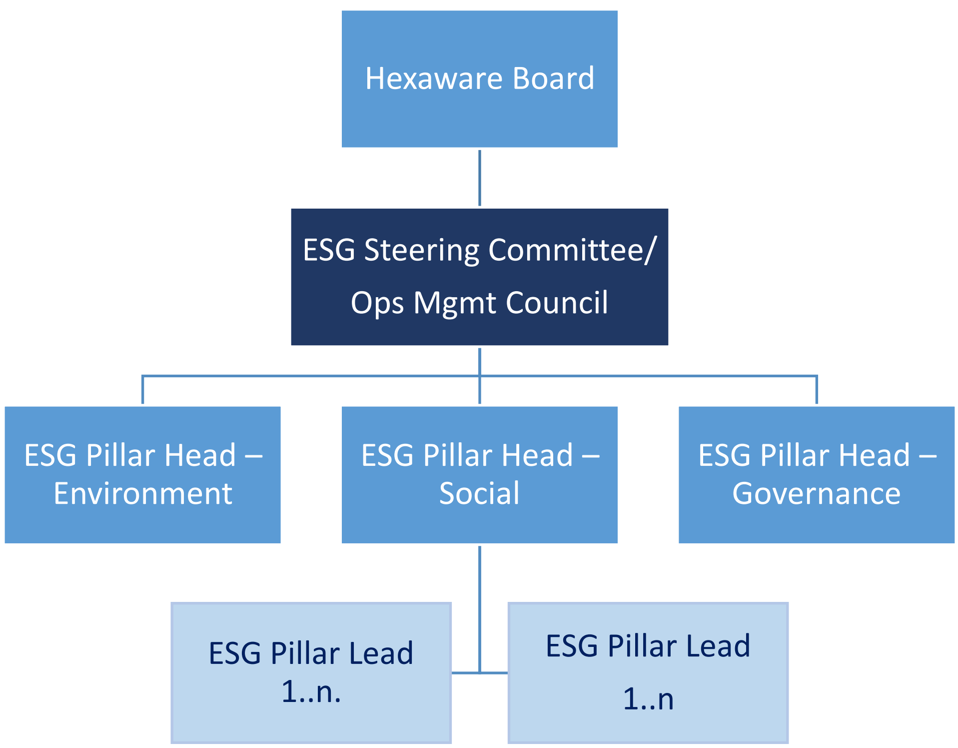
- Align with relevant frameworks and standards (e.g., UN Sustainable Development Goals (SDGs), GRI, TCFD, SASB, local regulations) as appropriate.
- Pursing continuous improvement driven by measurable targets and stakeholder engagement.

4. ESG Governance

We are committed to advancing the interests of our stakeholders through robust governance and adherence to ESG principles. By embedding these principles into our core strategies, we aspire to lead in sustainable practices and corporate responsibility.

The following four levels of governance structure play a significant role:

- Hexaware Board: Oversight for ESG strategy, risk, and performance
- ESG Steering Committee: It is a cross-functional team consisting of COO, CRO, CFO,CPO and selected function heads. Accountable for ESG performance, governance and business efficiency
- ESG Pillar Head - Accountable for the respective ESG pillar i.e. environment or social or governance
- ESG Pillar Lead - Designated policy owners for individual ESG topics and associated KPIs.



5. ESG Team and Responsibilities

Role	Responsibilities
Board	• Approve ESG strategy and targets. • Review major ESG risks and performance periodically.
ESG Steering committee	• Integrate ESG into strategy, budgets, and risk management. • It oversees ESG performance, governance, and business efficiency. • Communicate ESG vision and drive strategy throughout the organization to ensure alignment to ESG objectives • Reviews operations & initiatives to ensure they are on track to meet the ESG goals and expectations. • Responsible for cross-team collaboration and overall management. This includes establishing joint transformation / change programs • Obtain necessary budgetary approvals from the Board • Ensure appropriate resourcing and capability building.
ESG Pillar Head	• Identify KPI for the respective pillar (E / S / G) • Communicates insights and ESG KPI to ESG Pillar lead • Provides advice to the ESG Pillar lead and functional managers to transform operations to meet and exceed the defined KPI • Measure and share the voice of stakeholders • Review the monthly status of metrics, dashboards, and gaps • Act as second level of escalation and act on escalated issues • Manage any major contractual, pricing, or scope changes
ESG Pillar Lead	• Ensures the operational aspects are not affected while accomplishing the defined ESG objectives • Promote the “Sustainability” spirit culture. • Establish and agree on operational processes, interface processes to create the highest level of efficiency possible within the team. • Review quality of deliverables • Collate and report monthly metrics, work on corrective actions • Establish and communicate schedules and status of priorities to functional line executives

Employees	• Follow ESG policies and training • Report concerns through channels provided
Suppliers / Contractors	• Comply with relevant ESG requirements as mentioned in contract and supplier code of conduct

6. ESG Objectives

Our ESG goals & commitments are defined, approved and published in our website: https://hexaware.com/about-us/environmental-social-governance/#goals-&-achievements

Pillar	ESG Goals
Environment:	• Achieve net zero GHG emissions (scope 1&2) by 2040 • Transition 70% of campus electricity usage to renewable sources by 2030 • Ensure zero waste to landfill by 2025 at owned facilities • Ensure that all our campuses are free of single-use plastic • Achieve water neutrality by 2030 for owned operation
Social:	• Increase the share of women employees to 40% by 2030 • Making a positive impact on 100000 lives by 2025 • 80% coverage of employees trained on digital and new technologies by 2025
Governance:	• 100% critical suppliers to be screened on ESG criteria by 2025 • Strive to achieve zero cases of data breach every year

7. ESG PILLAR ACTIVITIES

7.1 Environment

The key commitments of this pillar are:

- Explore opportunities to reduce energy consumption by undertaking various initiatives such as using renewable energy and investing in energy-efficient measures
- Take steps to move towards a low-carbon economy
- Promote circular economy by recycling and reusing materials and hardware becoming water positive & reduction in waste
- Minimize the impact on the ecosystem by developing green buildings and undertaking other environmental initiatives for the community
- Provide appropriate access to clean water, hygiene and sanitation for employees in our premises

This pillar has the following sub-pillars :

- Engineering
- Facilities – IT
- Facilities – BPS

7.2 Social

The key commitments of this pillar are:

- Foster a culture of diversity, equity, and inclusive development to increase employee productivity
- Continuous investment in training and upskilling employees
- Avoid violation of human rights and providing a safe working environment
- Providing grievance redressal mechanism for customers, employees, and vendors
- Conduct trainings and awareness sessions to maintain employee health and wellbeing

- Supporting and empowering local communities and the society at large Creating environmental and social awareness amongst employees through workshops, camps, trainings, and employee volunteering activities

This pillar has the following sub-pillars :

- Human Resources
- Training
- Corporate Social Responsibility

7.3 Governance

The key commitments of this pillar are:

- Integrating sustainability as part of our business strategy, to ensure responsible business growth
- Transparent, accountable, and ethical corporate governance practices.
- Prepare and test the business continuity plan to mitigate climate change and other business risks
- Maintain high standards of business ethics, anti-corruption, and data privacy.
- Collaboration of various functions of Hexaware to develop and communicate a strategy for undertaking and continually improving sustainability performance
- Comply with applicable regulatory and statutory requirements

This pillar has the following sub-pillars :

- Finance
- Legal & Compliance
- Information Security & Data Security
- Procurement

8. ESG Reviews

Regular cadence and reviews take place as follows:

Role	Frequency	Stakeholder
Board	Yearly	ESG Steering committee
ESG Steering committee	Half-yearly	ESG Pillar Heads & Cross functional heads
ESG Pillar Head	Monthly	ESG Pillar Leads & Cross functional teams

Sustainability policy review:

The sustainability policy shall be reviewed once a year or as and when there are changes to ensure its continued applicability and relevance to our operations and evolving stakeholder expectations.

9. Communication of this Policy to all Stakeholders

This policy is available to internal stakeholders (employees, contractors, and retainers) on the company's PRIME portal.

External stakeholders can view this policy by visiting the "Environmental, Social & Governance" section on our company's website (www.hexaware.com)

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