HEXAWARE CSR ANNUAL REPORT 2020
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4. **The Way Forward**
Over the years, the approach to corporate social responsibility (CSR) has been evolving in nature and scope. The CSR landscape varies across countries, enterprises, industries, and various economies. In India, CSR rules were adopted by the Indian government in 2013 as part of the Companies Act to encourage corporate social responsibility. After the law came into effect, businesses are requested to invest on CSR programs. In 2021, CSR Amendment Rules 2021 have also been introduced.

Hexaware has developed a vision that encapsulates its CSR ethos, seeking such provisions as an opportunity to solve social problems and keenly place its stakeholders at the core of the operations. We engage in strategic philanthropic initiatives to enhance quality of life for the under-served, vulnerable and oppressed communities to fulfill a vision of inculcating good corporate citizenship. We are proud of our long-standing commitment to Corporate Social Responsibility (CSR), which for every stakeholder, including the community in which we thrive, is found on a strong edifice of sustainable development and value creation.

Our assurance to reward our local area increases with each passing year. Our yearly Hexaware system provides a roadmap to undertake initiatives to satisfy our social responsibility. We emphatically accept that CSR is the continuing commitment to act ethically and morally with colossal contribution to the advancement of the neighborhood local area and society at large. And so, we began 2020 on a similar note.

Now, it is that time of the year again to pause, reflect and take stock of our achievements as well as input from our experience to create an even better plan for the coming years.
Classification strategy for our CSR initiatives is as follows:

1) **Flagship Programs**: These are unique programs conceptualized, funded, and run by Hexaware.

2) **Programs aligned with the National theme**: These are programs that are in line with India’s key development agenda that helps foster effective partnerships between corporates, NGOs, and the government.

3) **Stakeholder Management Programs**: These are niche programs conceived, planned, and driven by the core Management team.

4) **Sustainability Employee Engagement Programs**: These programs actively involve our employees in cementing various CSR strategies into the Hexaware brand while engaging them in numerous volunteer-run events.

5) **Initiatives taken by Hexaware during COVID-19**: Hexaware supported our partner NGOs in 2 phases by providing healthcare and medical equipment, as well as cooked food and dry-ration support.

Moreover, we are committed to focus on areas of Education, Women Empowerment, Environment, Health and Sanitation, Sports, Art and Culture, Natural Calamities and Disaster Relief, and Rural development.

Our endeavor through our gamut of CSR activities is to enable individuals to help themselves and drive the CSR activities with their active participation and collaboration. We also encourage and accelerate our employees’ passion to do good by providing continuous employee engagement programs.

Our holistic approach addresses the wellbeing of all stakeholders from a social, environmental, and ethical standpoint.

Through our CSR initiatives, we are committed towards enhancing the lives of local communities by providing opportunities for them to lead productive lives through flagship livelihood and education initiatives. **Our detailed commitment can be read in our CSR Policy.**
Moreover, our CSR committee reviews the program monthly and provides necessary course corrections during the tenure of the project in order to reach its intended objective.

We also monitor and assess our CSR strategy and implementation with a compliance portal that tracks the progress of our programs against the intended outcomes or targets. We work with Goodera, who is our monitoring and evaluation partner by providing us with the necessary guidance related to CSR compliance, monitoring, and evaluation of our programs on a monthly basis as well as recommend us on the CSR initiatives that could be part our vision in the long run.

Our CSR governance mechanism involves reviews and monitoring by the board members and senior leaders on a quarterly basis. The senior leadership team approves the strategy, policy and program, reviews implementation on a quarterly basis, and checks the effective use of committed funds.
## A Snapshot of the Journey

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¹ Classifications are Flagship Programs (FP), Programs aligned with the National Theme (PNT), Stakeholder Management Programs (SMP) and Sustainability Employee Engagement Programs (SEEP)
3.1 Flagship Programs

3.1.1 Vocational Training Program & Early Intervention Program

Hexaware has partnered with V-Excel to support two programs namely

Early Intervention Program

Vocational Training Program

1. Early Intervention (EI) Program

Objective
The program provides support to children ‘at-risk’ of developmental disabilities between the ages 0+ to 7 years. The core focus of the program includes occupational therapy, neurodevelopmental therapy, sensory integration therapy along with speech and language facilitation. The goal of these therapies is to minimize potential developmental delay which could result in inadequacies in Activities of Daily Living (ADL) and academic lag in childhood.

PROGRAM ACTIVITIES
The program approaches to reach its goals in a holistic manner and includes activities and sessions that are:

- Online therapy sessions are conducted. Additionally, therapists also administer home visits to children in keeping the safety of everyone concerned a top priority.

- Performing detailed assessment on areas such as speech and language, sensory processing, physical development, educational level, and behavioral issues.

- Building independent functioning skills such as toileting, feeding, language and communication skills etc.

- Delivering parent counselling and workshop topics such as child’s health, stress relief and right child handling method.

- Providing ‘home-support’ to the child to ensure continuity of care in the home from parents and immediate caregivers.

- Training parents/caregivers continuously to help them manage the developmental needs of their child.

During this period (Jan-Dec 2020), EI team has restructured EI programs at the RA Puram center. The team reached out to parents and guardians of all children in the program to offer assurance of program continuity and excellence in services and implemented Avaz (assistive device) for speech and communication in children aged 3+ years. Assessed formats were created with the use of updated assessment tools such as Portage and other sensory simulation kit. We also organized one-on-one online therapy sessions, wherein therapists have undertaken home visits to maintain continuity in children, who need such services the most. Our online systems have been updated to bring all our record-keeping current and up to date.
Story of Change

Manish had development growth issues, with multiple therapeutical sessions we could detect his issues at the age of 2.4 years, but COVID-19 immobilized us not to move anywhere or do further checkups. However, in about 2.6 month we were able to meet Dr. Vishwanathan (Neurologist) who did an auditory check for him in Child Trust Hospital. Following With the advice of Dr. Vishwanathan, we came to VExcel.

We started the session for him on September 28, 2020, with OT and also started Speech Therapy after 1 week. Initial days we could not find much difference. Slowly we could see much progress in him. First change we could find is calling his Grandma as ‘Ammama’ and when I asked my elder son to bring water, Manish brought me water. Following changes were observed gradually in 2 months. He was able to repeat the words as much as possible when charts were shown and was able to follow few simple instructions. At the same time, he was seen playing with his sibling, pointing things out frequently, and was extremely interested in books. Also, from past 2 weeks he was reciting ABCDEFG, ‘Baa Baa Black Sheep’ and ‘1234’ in English along with ‘1234’ in Tamil. He also shows more affection when hugged and kissed and know his own playthings and hence feel possessed when given to others. We are very happy with the support from both Speech Therapist (Stella Ma’am) and Occupational Therapist (Arun Sir). We could see remarkable changes in him and truly ‘Thanks’ the support rendered by VExcel and Therapists.

First change we could find is calling his Grandma as ‘Ammama’ and when I asked my elder son to bring water, Manish brought me water.

Various therapy sessions for the children

KEY ACHIEVEMENTS

50+ Caregivers/ Parents trained in areas such as Child observation, ADL, Speech facilitation, play etc. by conducting online training.

10 technical staff, including therapist, special educator, & counsellor were trained for 328+hours.

2000+ hours, in total, of therapy sessions conducted for 39 male and 12 female children on a monthly basis.

33 Center Based Counselling Sessions and 18 Home Based Counselling Sessions were conducted.
2. Vocational Training Program

Objective
This program sets up a vocational training center to provide professional training and job opportunities to persons with disabilities at Mylapore, Chennai. The program provides aid to fully run an equipped printing shops and supports training of young adults in running and operating along with the requisite skills to be self-sufficient. This initiative enables the individuals with special needs to start their own establishments and small businesses or take up franchises.

Program Activities
The program launched an online counselling services for all parents with web sessions thrice a week on various topics such as therapeutic (fine motor skills, hand-eye coordination, focus and concentration, and sitting tolerance), soft skill training (communication and social skills, listening skills, and vocabulary), cognitive development (sequencing, following instructions, and logical thinking) vocational academics, counselling, Occupational and Physical Therapy, Life skills and computer skills etc.

Impact of COVID-19 on projects
2020 started off with well-defined planning and structured program. Till the mid of March, activities, events, and field trips were going on per plan but as lockdown was imposed toward the end of March all the physical events must be cancelled. However, the unforeseen situation has given us a great opportunity to redefine and experiment on new learning and teaching practices.

As a result, numerous web sessions were organized that helped us stay connected during the lockdown period. Via these sessions, many interesting and beneficial topics were covered as these sessions introduced curriculum along with related topics. Some sessions were focused on social skills and communication, while other on life skills and personality development.

Another negative direct impact of COVID 19 was the non-availability of assignment-based projects as many of our clients had shut down their operations momentarily.

Occupational Therapy (OT) and counselling services that are crucial to the program took a big hit. Addressing the anxiety issues of both parents and trainees became a challenge.

Trimming of the team became unavoidable and hence result in limited manpower resources. Also, few of our trainees had to drop out for certain unavoidable reasons.

KEY ACHIEVEMENTS

- 11 beneficiaries supported to enhance their skill sets
- 45+ Hrs. of training conducted on an average for the beneficiaries for each month
- 6+ Hrs. of weekly training conducted on social and life skills on an average
- Online counselling services with web sessions were conducted for all parents thrice a week on various topics
### 3.1.2 Rainbow Home Program

**Objective**
This program offers a residential, long term, complete care program which enables mainstream schooling for children who live on the streets by providing ‘Rainbow Homes’ for girls and ‘Sneh Ghars’ for boys. Hexaware has been supporting Rainbow Homes for the past 3 years. The program seeks to improve the living conditions of street boys and girls.

**Program Activities**
The residential home for Boys, also called ASP (BOYS) Rainbow Home (Sneh Ghar), currently houses 49 boys, while the residential home for girls, also called AMJ and AKP Rainbow Home, houses 67 and 60 girls respectively. These boys and girls were living on the streets earlier and the home provide them with nutritional meals, healthcare support, educational support along with the required care and protection to help them lead a dignified and wholesome life.

**Activities conducted in the homes include:**
1. Offering three nutritional meals a day with snack in the evening
2. Providing protein rich foods for malnourished children
3. Providing bridge courses 2 class, remedial courses and normal school as per the educational status of the children
4. Conducting health check-ups, health camps and giving vaccination to children.
5. Celebrating special days such as Children’s day, Women’s day and conducting activities such as zoo visits, beach visits, art competitions, sports classes etc.
Impact of COVID-19 on projects

The outbreak of Covid-19 has resulted in significant changes in program implementation. Every aspect of the program such as education, extracurricular activities, exposure visits, health and hygiene, engagement with families, etc. has all been impacted. And that necessitated adapting and modifying the implementation of the program. The State Government instructed all childcare Institutions to send as many children as possible back to their families, as a preventive measure. More than 65% of the children were sent back to their families. Any non-residential staff placed at the homes were asked to stay at home during the lockdown period. The immediate priority and focus of the program were to ensure safety of the children with adequate supply of necessities.

Defensive measures such as stocking provisions and other requirements were taken. The homes were turned into safety bubbles with no external visitors permitted inside including non-residential staff and families of the children. Children were taught hand hygiene practices. The State team continued to guide and direct the homes team remotely throughout the course of the lockdown. The homes team engaged the children to cook and prepare food packages that were later distributed to the homeless population. More than 1800 food packages were distributed with volunteers help. This initiative helped the children understand difficulties faced by others as well as how the lockdown impacted them.

Provisions being distributed to families

KEY ACHIEVEMENTS

240 children supported and helped to lead a dignified and wholesome life in a safe and homely environment

Specifically, for those children staying at the homes, online educational programs such as spoken english classes, computer skills, etc. were conducted with the support from volunteering organizations.

Online resources available to children such as virtual tours, YouTube educational videos, online courses etc. were used to engage children

Courses for school dropouts and irregular school attendees.

Courses for children who need additional support to understand school courses.
3.1.3 Umeed and Udaan Program

Objective
Hexaware has partnered with Apne Aap Women’s Collective (AAWC) to support two programs namely -

1. Udaan Program, and
2. Umeed Program

AAWC is an anti-trafficking organization that serves women and children in the red-light districts of Falkland Road and Kamathipura, Mumbai. It is the fourth year of the programs with Hexaware. AAWC team provides the beneficiaries with amenities under the theme of education, health, finance, recreation, empowerment and shelter home, thus enabling the beneficiaries to lead a dignified life.

Program Activities
Various activities included in the programs are:

1. Education theme includes literacy and distance learning courses
2. Health theme includes first aid support, counseling, HIV/AIDS treatment, hospital visits, medical camps, and nutritional meals.
3. Finance theme includes financial knowledge session, and creation of savings accounts
4. Recreation theme includes conducting festivals, picnics, and exposure visits
5. Empowerment theme includes creation of identity cards, registering under govt. schemes, vocational training and awareness and sensitization sessions etc.
6. Shelter home theme includes providing shelter to homeless and referring to external shelter homes.

1. Udaan Program
The program empowers girls in the red-light area by preparing them to gain genuine socio-economic mobility and consequently preventing them from inter-generational cycle of prostitution. Under this initiative, Hexaware is financially supporting 158 girls between the age of 5 to 18 for the year. Services provided includes formal and informal education with enrollment in government and private school, Kindergarten, tuition after school, mentor-mentee programmed etc.

Exposure visits, educational vocation classes, educational workshops and career-oriented guidance exposure visits exposes the beneficiaries to various professions. Health including both physical and mental health which involve monthly health checkups, medical referrals, quarterly medical camps, daily nutritional meals, and multivitamin supplements etc. are provided along with counselling, art therapies, involvement in extracurricular activities such as dance, drama and music, recreational activities, and shelter home services.

200+ girls supported in the Udaan program across the two centers operated during COVID times
2400+ home visits conducted to Udaan beneficiaries
1600+ activities conducted with Udaan beneficiaries in both KP and FR center

*Activities include all workshops and excursions (such as tuition classes, newspaper reading sessions, various skill activities, fashion, computer, and music classes etc.)
Story of Change

36-year-old, Meena* from Kolkata has been associated with AAWC for the past 8 years. She has been continuously partaking in all the activities within the organization and has also been availing support such as ration, toiletries, counselling, obtaining documents, attending awareness/empowerment activities etc. Due to the lockdown, Meena’s work was hugely affected and therefore, survival was very challenging. She didn’t have money for needs other than ration (as ration was given by AAWC). She was truly distraught which led her to share her problem with the ORW. ORW then encouraged Meena to brainstorm other ways of earning money.

When she expressed an interest to start her vegetable business, the ORWs appreciated her idea and encouraged her to start the venture. Within a few days, she started selling vegetables and was delighted to earn money. Moreover, she also has support from the police to sell in the local area. The ORWs have witnessed Meena dealing with her customers confidently while taking care of her finances. Though she has not yet started saving money, she has enough money to meet her expenses.

*Please note the names of the beneficiaries have been changed to protect their identities.

2. Umeed Program
The program helps women in prostitution maintain their physical, mental, and economic wellbeing. Umeed women beneficiaries receive first aid, quarterly medical camps, regular health workshops, subsidized medication, and medical referrals to municipal and government hospitals. Women living with HIV/AIDS or tuberculosis received daily mini meal and nutritional supplements.

KEY ACHIEVEMENTS

- With the aid of ration and toiletries distribution programme, we have been able to serve 300 women beneficiaries in the area of Kamathipura, Falkland Road and Turbhe.
- 272 new enrollments of women beneficiaries.
- 17,000+ individual home visits have been conducted.
- Around 80 centers based, and area activities conducted for women beneficiaries.
- 11 beneficiaries have quit the profession and are now involved in other field of work.
3.1.4 Pankh Program

Objective
The program is a unique initiative supported by Hexaware that aims to create sustainable livelihoods for Persons with Disabilities (PwD) and promote inclusive growth in the retail sector. Hexaware works with the implementation partner Trust for Retailers and Retail Associates of India (TRRAIN trust) for this initiative. Through this program, we have so far reached out to 470 beneficiaries and intended to reach the target of 475 by the end of June 2020. However, the program was extended till September 2020 due to COVID-19 lockdown and restrictions.

Program Activities
Various activities conducted in the program are:

**Mobilization**
- Creating and distributing pamphlets in local languages
- Placing banners at Government rehabilitation offices and other public places

**Centre Activities**
- Distributing of Pankh kits
- Organizing exposure visits in malls, local marketplaces, e-commerce warehouses etc.
- Conducting Retailer Association’s Skill Council of India assessments (conducted via mobile app now)

**Placement**
- Organizing local job fairs to network with local employers

**KEY ACHIEVEMENTS**
- 470 PwD trainees trained in the program so far
- 60% of the trainees have been placed in the program (i.e 280 out of 470 trainees)
- INR 9,855 is the average monthly salary of the placed trainees

Currently our support is helping four TRRAIN centers located in Navi Mumbai, Thane, Chennai and Pune.
3.1.5 Holistic nutrition support and food Program for Cancer

Objective
We have partnered with Cuddles Foundation to provide holistic nutritional support and food to underprivileged children fighting cancer across India. The scope of the program includes support to two government hospitals - Bharati Vidyapeeth Hospital and Deenanath Mangeshkar Hospital.

Program Activities
Cuddles Foundation works with Government/Charity cancer hospital to provide nutrition counsel, customized diet plans, food and nutritional supplements to children based on their grade of malnourishment and medical condition.

Major activities include:

01 Providing nutritional counsel
02 Assessing the child’s grade of malnourishment
03 Counselling family on better food choices
04 Helping plan a diet that is nutritious within limited means
05 Monitoring the child’s progress till he/she is cured

Impact of Covid-19 on Projects

- Vendors were unable to deliver the supplements on time due to the restrictions owing to Covid-19
- Parents found it difficult to travel to collect the ration bundles
- During lockdown, children were unable to visit the hospital for follow-up appointments
### KEY ACHIEVEMENTS

**Bharati Hospital**
- 446 unique children supported in the program from Jan’ to Dec’2020
- 1452 children counseled between Jan’ to Dec’2020
- 2712 units of in-meal* supplements provided to the children from Jan’ to Dec’2020
- 572 units of nutritional supplements distributed between Jan’ to Dec’2020
- 356 ration baskets provided from Jan’ to Dec’2020

**Deenanath Hospital**
- 236 unique children supported in the program from Jan’ to Dec’2020
- 1099 children counseled from Jan’ to Dec’2020
- 2654 units of in-meal* supplements provided to the children from Jan’ to Dec’2020
- 352 units of nutritional supplements distributed from Jan’ to Dec’2020
- 261 ration baskets provided between Jan’ to Dec’2020

**KEM Hospital, Mumbai**
- 70 unique children supported in the program between Aug’ to Dec’2020
- 176 children counseled between Aug’ to Dec’2020
- 2160 units of in-meal* supplements given to the children from Aug’ to Dec’2020
- 152 units of nutritional supplements provided from Aug’ to Dec’2020
- 91 ration baskets distributed between from Aug’ to Dec’2020

*In-meal supplements include bananas, eggs, and milkshake/soya-milk/lassi carton
3.1.6 Family Strengthening Program

Objective
We have partnered with SOS village to support 30 orphaned, homeless, and abandoned children from each family home in SOS Children’s Village located in Alibaug, Chennai and Pune. The initiative aims to provide long-term family-based care to these children so as to become more independent and contributing members of society through career or marriage.

Program activities
The project interventions ensure complementary development and empowerment of 30 identified children and youth through:

1. Need-based capacity building programs focusing on improved standard in communication, computer skills, knowledge of career options, life skills etc. for children as well as awareness programs on child rights, child protection, hygiene, legal rights, parenting skills, etc. for caregivers and community members.

2. Career and psychosocial counseling sessions

3. Organizing sports, and extra-curricular activities

4. School going children are facilitated with their school fees and/or admission charges, school uniforms, bags, stationery, tiffin box, school shoes etc., along with an access to the computer labs

KEY ACHIEVEMENTS

- 30 children and 3 mothers supported in the program
- 6+ awareness campaign and sensitization sessions* conducted in each of the three supported villages
- Training on ‘Nutritious food’ was organized for mothers in a village in Pune in December 2020

*Sessions include those on ‘Positive Parenting’, ‘Positive personality’, ‘Self-appreciation, self-esteem and choosing positive attitude’, Bharatanatyam classes, Home Management Committee meeting etc.
3.1.7 Katalyst Program

Objective
The program aims to provide skill training and mentoring to 31 underprivileged girls pursuing professional degrees like Engineering, Architecture, Medicine and Chartered Accountancy across four locations – Mumbai, Pune, Bangalore, and Delhi. This program is run in partnership with Human Capital.

Program Activities
The activities included in the program are:

- Providing training and development skills such as social skills, managerial skills and technical skills
- Providing one-on-one mentoring to girls
- Providing financial support to girls based on the scorecard
- Providing assistance to girls with internship
- Organizing industrial visits and corporate workshops
- Providing health insurance to Katalyst girls along with their respective mothers
- Online webinar and guest lectures are conducted which is made mandatory for the students to attend

KEY ACHIEVEMENTS

- 30 underprivileged girls supported in the program
- 30 mentors identified to connect with girls for one-on-one mentoring sessions
- Online webinar and guest lectures are conducted which is made mandatory for the students to attend
**3.1.8 Youth Skilling Program**

**Objective**
We partnered with Magic Bus to provide skill development for youth from marginalized sections and provide them with employment opportunities in high growth service sectors in Mumbai and Chennai.

**Program Activities**
Our initiative aims to reach 400+ youth at the end of one whole year. The team aim to train 95-100% of the enrolled youth and place 70% of the trained youth in skilled jobs.

**Various components of the program are:**

- Providing training to staff
- Developed courses curriculum for the youth
- Mobilizing youths from the community
- Setting-up Centers
- Organizing assessment training for the youth

**KEY ACHIEVEMENTS**

- 6 staff training programs have been successfully completed
- 156 young people have so far been enrolled in Lonavala against the target of 150.
- 100% of the batches have completed their training. Dropout rate is only 1% in the project with just 4 dropouts in Thane.

**3.2 Programs aligned with the National theme:**

**3.2.1 Antar Bharati Balgram Yojana**

**Objective**
The program aims to give orphaned and destitute children an opportunity to progress into responsible and good citizen of India, by providing them with nutrition, quality education, and inculcating moral values in them. This is our continued engagement with India sponsorship committee from the previous year to support this program.

*Score is calculated based on basis performance of girls in five major areas - academic performance, training attendance, mentor interactions, leadership skill, and volunteering initiatives.*
Program Activities
We have ensured uplifting the quality of life for these children by supporting the following:

Sponsorship of three Sadans
- Providing the necessary nutritional and medical support
- Developing infrastructure by means of solar power

Setting up Mobile Library
- Create a mobile library to provide children with books at their doorsteps.

Impact of COVID-19 on projects:
Fortunately, COVID-19 didn’t hinder the works of Balgram as it is a residential childcare institute. However, new practices were introduced in day-to-day activities of the children and staff.

Online classes commence from 15th June 2020. Offline classes started for Class I to X from 23rd November 2020 onward.

Counselling/awareness sessions on COVID-19 – do’s & don’ts were organized

Schools were closed from 22.03.2020. Restricted entry of people, thermal screening using pulse oximeter at the gate as well as several other measures were taken including the use of sanitizers, social distancing protocols, compulsory mask for children & staff, regular hands washing, disinfecting/fogging of home/campus, personal hygiene, regular screening of children and staff, isolation room with attendant for children suffering from high temperature/sneezing/cough, etc., thorough washing of vegetable/egg/raw material/food packages etc.

KEY ACHIEVEMENTS
100 direct Balgram children + Over 600 children of Pune Project in Wakad area
3.2.2 Digital and Financial Education Program

Objective
The use of technology in education has become commonplace in private schools in India but government run schools lag such development due to lack of support. With this program we aim to bridge the gap and provide crucial 20th Century life skills to students through the Digital and Financial Literacy program as well as STEM teaching activities.

The program empowers teachers and students with computer-aided learning program along with Digital and Financial Education (DAFE) program, thus enabling an innovative and interactive learning environment in schools. The scope of the program includes 10 government schools in Chennai and Kancheepuram and 10 Bruhanmumbai municipal corporation schools in Mumbai.

The program utilizes two unique methodologies - Digital Equalizer Way of Teaching and Flipped Classrooms, to help students learn and reinforce important concepts of the class.

Program Activities
Various activities conducted in the program are:

As the nation-wide lockdown was imposed, AIFT team focused on creating interactive slides, animated videos and updated content to make it effective and up to the current standard.

Conducting online financial enterprise workshops

Organized online financial education sessions

Creation of Edukit (Digital content courses)

2432 beneficiaries supported in Tamil Nadu and 990 beneficiaries* supported in Maharashtra

Digital equalizer
Children’s Day was organized in all over Tamil Nadu wherein 435 students from 5 districts were participated

National Financial Literacy Assessment Test (NFLAT) occurred in the month of Oct & Nov for which AIFT has already registered 10 schools and certain students attempted their exams online

KEY ACHIEVEMENTS

Hexaware_CSR Annual Report 2020
3.2.3 YUVA Unstoppable – Sanitation & Digital Classroom

**Objective**
In 2016, we started supporting Yuva (Manav Sadhana) to improve the infrastructural facility of 5 municipal schools in Vapi, Gujarat through our ‘evolution’ program. In 2017, we expanded to 10 schools in Mumbai while in 2018, we supported 10 more government schools. And this year we are supporting 21 schools.

Yuva’s intervention aims to provide drinking water, sanitation & hand washing as well as digital classrooms facilities in schools. The program aims to eliminate open defecation and enhance access to improved sanitation, expand sustainable access to safe drinking water along with providing digital classroom at school to make learning more interactive and fun for both teacher and students.

**Program Activities**
The various components of the program include:

- Providing digital classroom facilities in schools
- Organizing awareness sessions on health and hygiene at schools
- Focus on the traditional methodologies of learning delivered through futuristic technologies but with a clear focus on learning outcomes
- Construction of sanitation block in the identified schools
- Empower the school’s teachers in acquiring IT skills in order to feel confident in using IT as an effective teaching tool

**KEY ACHIEVEMENTS**
- Smart class was constructed in schools to enable technology driven learning environment in schools
- Sanitation infrastructure was built for 21 schools in Mumbai
- Drinking area was completely renovated. Proper tiling was done, and broken taps were repaired.

Sanitation block created at Surya Marathi School
Sanitation block created at RZP School Kopara
Smart Classroom
3.3 Stakeholder Management Programs:

3.3.1 Scholarship for School and College students

Objective
We have partnered with Idea Foundation with an aim to provide scholarships to meritorious and underprivileged students to support their current or higher studies. The project is currently in its second phase and aims to support 430 underprivileged children in Pune, Chennai, Mumbai, Nagpur, and Coimbatore.

Program Activities
Various activities of the program are:

01 Providing scholarship for the payment of school fees.

02 Conducting personality development sessions for children.

03 Sessions conducted on youth’s problem comprises of anger management, SWOT Analysis for two groups, career guidance, self-awareness, six hat thinking techniques for two groups, healthy relation, health & nutrition, art therapy, career guidance, time Management, power point and excel.

KEY ACHIEVEMENTS

- 430 children supported with scholarships
- 92% school fees of the children have been reimbursed
- IDEA has raised money for the extremely needy beneficiaries during the lockdown. Total of 42 extremely needy beneficiaries from Pune under the Hexaware scholarship project received Rs.7000/- per family through bank transfer.
- 38 Personality development sessions were organized virtually between April to Dec 2020 and an average of 50 to 60 students were participated.
3.3.2 Young Scientist Program

Objective
The program aims to create International experiential learning for students in the field of Science, Technology, Art and Culture implemented through Space Kidz India. Our support helps the organization to constantly search for young talent in the field of Science and Technology and encourage students to opt for scientific studies in the field of Aerospace, Aeronautics, Environment and Robotics, besides the conventional stream of Engineering and Medicine.

Program activities
The activities included in the program are:
- Researching, designing, testing, and launching of the Satish Dhawan Satellite
- Organizing online science awareness workshops
- Researching and creating communication systems for the satellites

KEY ACHIEVEMENTS
- Young scientist India has been formally announced
- The team designed and built the Satish Dhawan satellite structure between Oct and Nov 2020, while in Dec and Jan 2021 testing and assembly has been completed.
- The Satish Dhawan satellite will be launched on February 28, 2021 from the ISRO, Sri Hari Kota

3.3.3 Support to Athletes

Objective
For a country that has been participating in the Olympics for more than 100 years, India has a long way to go in terms of winning. Since the passing of the mandatory CSR Law in 2014, sports witnessed a minor boost in funding amount received. Recognizing the importance of sports to a nation, Hexaware partnered with Olympic Gold Quest, a non-profit organization aimed at complimenting the efforts of the government and various sports federations by funding the most deserving athletes and medal-prospects in the Olympic Games. The support further aims to raise the game of Indian athletes in helping them win more Olympic Gold medals for the nation.
Impact of COVID-19 on projects:
All national and international events were cancelled. Online coaching session were conducted for athletes to ensure they maintain their fitness levels and could easily achieve event level fitness.

3 athletes were supported in the program by Hexaware such as Shooting - N. Gayathri, Archery - Bombayla Devi, and Badminton - Aakarshi Kashyap

23 para-athletes were trained in 4 sports

Archer Bombayla Devi participated in the Asian championship held in Thailand

3.3.4 Pond Restoration
In partnership with the environmentalist foundation of India, Hexaware responded to the Chennai water crisis with the pond restoration program by rejuvenating ponds, namely Gandhi road pond and Samiyar pond in Nedunkundram. In 2019 we have restored two ponds including Rajiv Gandhi pond in Thooraiapakkam and Nehru Nagar pond in Semencheri.
These ponds now have increased freshwater capacity while also recharging the ground water levels. The ponds have been converted to a fully refurbished eco-system that has clearly been demarcated and protected. Additionally, these ponds will be enhanced by installing a floating wetland system after the monsoon season. Furthermore, we will continue with our result-oriented changes in a mission to engage the nearby communities.

A tree plantation drive was also organized in association with EFI. Hexawarians participated enthusiastically in large numbers to plant 150 trees on the bunds of the pond to make this event successful.

Going a step beyond the planting of saplings, we sensitized the participants and the onlookers to be more conscious of the impact of our actions on the planet that we live in.

**Impact of COVID-19 on projects -**

*The work was delayed due to COVID-19. However, the work resumed when lockdown restrictions were lifted. On 10th Jan 2021, EFI successfully completed the pond restoration project.*

**Established a procedure and template for community-managed pond restorations taken up within the district in the future.**

**Removal of invasive species and shrubs as well as construction debris from the boundary and bed of the lakes.**

**Desilting and contour levelling of the water body.**

**Local community engagement to bring various stakeholders together, to propagate the common goal of conservation and assessing our impact and role towards restoration.**

**Constructing and strengthening of the water holding earthen bunds.**

**Hexaware_CSR Annual Report 2020**
3.3.5 Magic of You! Curriculum Program

**Objective**
We partnered with Art1st education to enable girl-child in a stimulating and enlivening education environment in an economically challenged schools aiming for the child to think freely and grow. This conceptual based art program provides unique learning experiences to the girl-child. It not only empowers children to interpret their ideas, thoughts, and feelings, but also provides them with a tool for life, i.e., a tool that can empower them economically, socially, and emotionally.

**Program Activities**
*The Art1st Magic of You!* Curriculum has been devised bearing in mind the child’s key stages of development. It is based on the five-stage model of the Hierarchy of Needs5 developed by Abraham Maslow. The curriculum has a graded set of lesson plans with stories, poems and art projects that progressively enable students to understand these needs.

There are two initiatives in the program: *Cascade Model* and *Studio Workshop model*. The cascade model is for the government school children and teachers in Mumbai while the studio workshop model is for the children of sex workers currently benefiting from the programs run by AAWC conducted at the AAWC center. To conduct online classes effectively, children were grouped in two segments as per their age groups. Mentors were assigned for the respective age groups as well. Two classes are being facilitated by Art1st weekly.

*The Art1st Magic of You! Curriculum has been devised bearing in mind the key stages of development of the child.*

**Various activities include:**
- Creating art projects
- Self-interpreting art projects
- Analyzing individual art works
- Conducting art sessions in government schools
- Organizing observation sessions in government schools

**KEY ACHIEVEMENTS**
- 160+ children supported
- Art1st conducted special workshops for AAWC, Mumbai

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5 The hierarchy of needs as described by Abraham Maslow are 1) Biological and Physiological Needs, 2) Safety and Security Needs, 3) Social Needs, 4) Esteem needs and 5) Self-Actualization needs
3.4 Sustainability Employee Engagement Programs

3.4.1 Mumbai Marathon

As like every year, Hexaware participation in the Mumbai Marathon turned out to be as special as it can. Mumbai Marathon is the biggest philanthropy event of the year with an enormous success and showcased the great spirit of this city in supporting the many charities and causes.

Across the Marathon, Hexaware had financially supported five NGOs namely, AAWC, Save The Children, Manav Foundation, Helen Keller and Katalyst Foundation. Over 160 employees took part in this charity marathon to do their bit in improving the world.

Our employees’ enthusiasm was truly an experience to watch – the fun, nail biting excitement, high octane coverage and friendships etc. were all on the show that the spectators never had it better.

3.4.2. Refurbished Laptops for Underprivileged Children

E-waste is the fastest growing stream of waste going into landfills worldwide. To minimize this Hexaware has taken steps to refurbish their old laptops and donate to the children from low-income families. From the past 3 years, Hexaware has been providing scholarships to the meritorious students to support on their current or higher studies. The Hexaware Scholarship program was created and designed by Hexaware in 2017 to assist needy students from low-income families including children of Hexaware’s contractual workers. The project is currently in its second phase of supporting 430 underprivileged children in Pune, Chennai and Mumbai. Apart from providing scholarship, the program also provides used laptops and organized workshops to develop personality and skill set of the children.

As part of the plan, we have distributed our refurbished laptops to the beneficiaries of the Hexaware scholarship program who are studying 8th std and above, as mentioned below:

- **In Chennai**: 57 students received the laptops
- **In Pune**: 142 students received the laptops
- **In Mumbai**: 37 students received the laptops
3.4.3. School Volunteering Programme – Chennai

Hexaware has been working on the Digital and Financial Education Program in 13 government/corporation schools in Chennai and expanded 10 more municipal schools in Mumbai. This project empowers teachers and enables a learning environment with focus on project-based learning.

Apart from this, we help government schools on beautification works through volunteering activities. In addition, to make this February leap year a remarkable one, we helped Govt. schools through various activities such as wall painting, black board painting and educational material preparation. Around 44 volunteers including members from the Leadership team spent four consecutive Saturdays in these beautification projects.

3.4.4. Virtual Volunteering

COVID-19 was such a never experienced before period that we did whatever it takes to make the employees feel comfortable. And employees were also eager to participate and/or contribute for the greater good of the society.

At Hexaware, we conducted a campaign to raise funds from our employees for Zomato Feeding India initiative to provide dry rations and groceries to the needy families.

As a responsible organization, Hexaware has explored newer ways to offer virtual volunteering opportunities to the employees. We organized first of its kind global virtual volunteering initiatives to teach English, soft skills, voice record stories as well as to create e-learning materials for underprivileged children. Following are the virtual volunteering events organized to support children and youth to cope with the current COVID-19 pandemic.
<table>
<thead>
<tr>
<th>Event Name</th>
<th>Event Date</th>
<th>Type of Event</th>
<th>NGO</th>
<th>No. of Employee Participated</th>
<th>Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Teach English Workshop</td>
<td>19th June to 30th June</td>
<td>Long Term</td>
<td>Head Held High Foundation</td>
<td>19</td>
<td>15+ youth trained in English language</td>
</tr>
<tr>
<td>Making Content for E-learning</td>
<td>20th June</td>
<td>One Day</td>
<td>Quest Alliance</td>
<td>14</td>
<td>10+ content create for NGO</td>
</tr>
<tr>
<td>Teach Soft Skills to Youth</td>
<td>19th June to 27th June</td>
<td>Long Term</td>
<td>Head Held High Foundation</td>
<td>22</td>
<td>20+ youth trained in soft skills</td>
</tr>
<tr>
<td>Voice Record Stories for Special Children</td>
<td>20th June</td>
<td>One Day</td>
<td>Samarthanam</td>
<td>15</td>
<td>Repository created for 1000+ visually challenged beneficiaries</td>
</tr>
<tr>
<td>Conduct Life skill Sessions for Special Children</td>
<td>10th October</td>
<td>One Day</td>
<td>Ttrain</td>
<td>7</td>
<td>20+ Special children mentored in life skills session</td>
</tr>
<tr>
<td>Mentor Together: Teaching Interview Skills</td>
<td>10th October</td>
<td>One Day</td>
<td>Magic Bus</td>
<td>10</td>
<td>50+ youth made job ready</td>
</tr>
<tr>
<td>Remote learning sessions for children living at Shelter homes</td>
<td>10th October to 10th November</td>
<td>Long Term</td>
<td>Rainbow Homes</td>
<td>8</td>
<td>14+ young children mentored and motivated to study</td>
</tr>
<tr>
<td>Remote learning sessions for children living at Shelter homes</td>
<td>10th October to 14th November</td>
<td>Long Term</td>
<td>SOS Children Village</td>
<td>21</td>
<td>30+ young children mentored and motivated to study</td>
</tr>
</tbody>
</table>
3.4.5. Feedback - Virtual Volunteering

⭐⭐⭐⭐⭐
Good initiative. Got opportunity to interact with 10 young job aspirants. Gave them tips on how to make interview experience better. Thanks Hexaware and Magic bus.

By Kapil Dev Gaur on Oct 11, 2020
Mentor Together: Interview Skills
Oct 10, 2020 |

⭐⭐⭐⭐⭐
Enjoyed recording the stories
By veenak@hexaware.com on Jun 21, 2020
Voice Record Stories for Children
Jun 20, 2020 |

⭐⭐⭐⭐⭐
Felt do good and satisfying. Thank you for the wonderful opportunity.

By Tinku Philip on Jun 21, 2020
Making content for e-learning (Learning Laddoos)
Jun 20, 2020 |

⭐⭐⭐⭐⭐
It was my 1st online volunteer experience and it was good. However if it would have been interactive then could have even better. Participants were not interactive and also videos were off so it was giving kind of disconnected experience.

By sagard on Oct 12, 2020
Conduct Life skill sessions for Special Children
Oct 10, 2020 |
### 3.5 COVID-19 Hexaware Initiatives

**Phase 1:** Hexaware’s quick action activities under Covid-19 Pandemic

- **Health care support (PPE kits)** – provided nearly 30,000 PPE kits to the Govt. Hospitals in Chennai, Mumbai, Pune & Haryana.

- **Cooked food and Dry rations** – provided cooked food to 65,000 personnel who doesn’t have amenities to cook and 1-month dry rations to nearly 1650 families who were affected by the prevalent situation in Chennai, Mumbai, Pune, Delhi & Nagpur.

- **Police personnel safety kit** – providing 20,000 police personnel a safety kit in Chennai, Mumbai & Pune.

### Partnered NGOs

<table>
<thead>
<tr>
<th>Partnered NGOs</th>
<th>Support to Covid-19</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Healthcare</strong></td>
<td></td>
</tr>
<tr>
<td>YUVA Unstoppable</td>
<td>Provided 29200 PPE kits for Govt. Hospitals in Chennai, Mumbai, Pune &amp; Haryana</td>
</tr>
<tr>
<td>YUVA Unstoppable</td>
<td>Provided 20000 Police Personnel Safety Kits in Chennai, Mumbai and Pune</td>
</tr>
<tr>
<td>Cuddles Foundation</td>
<td>Provided two ventilators and 200 PPE kits to Tata Memorial Hospital, Mumbai</td>
</tr>
<tr>
<td><strong>Cooked Food &amp; Dry Rations Support</strong></td>
<td></td>
</tr>
<tr>
<td>Aid INDIA</td>
<td>Provided dry rations to 160 families in Chennai</td>
</tr>
<tr>
<td>Seva Sahayog Foundation</td>
<td>Provided dry rations to 255 families in Pune</td>
</tr>
<tr>
<td>Lions Club of Nagpur</td>
<td>Provided dry rations to 360 families and provided cooked food to nearly 17500 personnel who doesn’t have amenities to cook in Nagpur</td>
</tr>
<tr>
<td>Janaagraha Organization</td>
<td>Provided dry rations to 328 families in Bangalore</td>
</tr>
<tr>
<td>Save the Children India</td>
<td>Provided dry rations to nearly 200 families in Mumbai</td>
</tr>
<tr>
<td>Praja and Madhu Mehta Foundation</td>
<td>Provided dry rations to nearly 200 families in Delhi</td>
</tr>
<tr>
<td>AAWC - Supply of Cooked Food</td>
<td>Provided cooked food to nearly 47500 personnel in Mumbai</td>
</tr>
<tr>
<td>Feeding India - Employee Contribution</td>
<td>Provided dry rations to nearly 150 families in multiple locations</td>
</tr>
</tbody>
</table>
Phase 2: Hexaware’s sustainable plan to face Covid-19

In the second phase, Hexaware shifted its focus towards enhancing Health Infrastructure to support the rural hospitals and equip them with the medical equipment setup required to treat the COVID-19 positive patients.

**KEY HIGHLIGHTS:**

- In **District Civil Hospital, Raigad**, the general ward was converted to a full-fledged facility for Covid-19 care, with 40 beds ICU facility and 57 beds with Oxygen supply.

- Hexaware **provided 3 Max Proton Plus ventilators to NESCO ICU Beds Project**. BMC has done a commendable job in setting up an additional bed capacity for COVID care, however the hospital’s struggle to maintain the ICU beds

- As part of the support towards COVID pandemic, the facilities of **Kotagiri Medical Fellowship Hospital** were upgraded including the wards and ICU to ensure that the best possible care is being provided to sick patients who come to the hospital from the Nilgiris district.

- **Provided 73 laptops** to bright girl students from the economically weaker Sections, particularly those of **Lady Shri Ram College, Delhi University**

- **Provided 325 tablets to the AIFT’s students studying in Govt. schools**, as student takes supplementary classes using tablets. These tablets will be issued with the Byju’s content and DE program’s edukit. AIFT will ensure the implementation of the program till this academic year end. Post pandemic, AIFT will set-up a Tab-lab in schools using these Tablets.

- **Provided additional grant to support 10 girls from Katalyst** (our existing program) to support throughout their undergraduate degree with mentorship, skill training, laptops, medical insurance, and exposure to different vocations

**TOTAL FUND UTILIZED IN PHASE 1 & 2:** ₹4,43,01,969
We firmly believe that it is our duty to address the most pressing challenges and urgent needs of society and to ensure sustainable, comprehensive, and equitable development in the communities in which we operate. Our approach to corporate social responsibility focuses on foundations that represent our strengths, core knowledge, and the causes that we care about. In a much larger context, sustainability remains our primary objective, where we strive to link all the dots that are out there in our community. By mapping it to the current sustainability projects brewing at a national level, we succeed in leveraging the impact of our initiatives. That not only reinforces our footprints, but also add a new dimension to the legal, social, environmental, and economic spheres.

Our volunteer engagement programs encourage a community of giving and volunteering. Their presence plays a significant role, as none of this would have happened without the Hexawarians' helping hands and pluming hearts. Our workers are still hungry for new technologies even with a multitude of initiatives in the offering and therefore we must find various places to engage their passion. As an outcome of these, we are also planning to take CSR in Hexaware from an organization level action item to unit level activity wherein each department can internally give direction to their employees on their area of engagement. These unit level activities will shadow organization level initiatives without overlapping it. This, to us, is another dimension to take our services and engagement to a different zone, a step closer to the society we collectively envision. The initiatives taken at various level have helped us create the desired reach. We are committed to providing the continued support.